
2002 SFA Survey Feedback

Total NOAA

Line/Staff Office Comparisons

April 2002

Prepared by



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Introduction/Procedure

Survey Procedure and Methodology

- When:** January - February 2002
- What:** 130 fixed-alternative questions; 1 open-ended question
- Who:** All NOAA Employees
- How:** Web, IVR Telephone System, Mail
- Confidentiality:** Employees guaranteed confidentiality and anonymity
- Response Rate:** Total NOAA: Eligible = 12,203; Received = 9,285 = 76%

	Eligible	Received	%
NOAA	12203	9285	76
GC	--*	73	--*
UNSEC	--*	79	--*
OAR	939	1124	120
NOS	1182	1084	92
NESDIS	806	694	86
NWS	4790	3611	75
NMFS	2709	2028	75
OMAO	577	343	59
OFA	967	705	73

Introduction/Procedure

Number of Respondents by Occupation

	NOAA	GC	UNSEC	OAR	NOS	NESDIS	NWS	NMFS	OMAO	OFA
Management	1,084	6	17	105	112	93	432	180	71	82
Professionals	4,620	58	23	604	546	286	1,974	1,172	73	126
Technical	1,381			144	186	141	721	148	47	95
Administrative	1,338		29	168	170	95	283	315	39	314
Clerical	419					34	107	144		36
Hourly	169					10	11	31		16
Clerical/Hourly				54	45				100	
Tech/Clerical/Hourly		8	10							
Not Specified	274	1	1	43	25	35	83	38	13	36
Total	9,285	73	80	1,124	1,084	694	3,611	2,028	343	705
Contractors				200	95	62		98		16

Note: Blank cells mean too few respondents in that occupation to show separately; small groups are shown combined together

Demographics

Number of Respondents by Demographics*

	NOAA	GC	UNSEC	OAR	NOS	NESDIS	NWS	NMFS	OMAO	OFA
Race/Ethnicity										
White	7380	56	62	916	878	530	2982	1667	277	400
All Minority		14	15	157	165	116	499	282	49	252
Black	617	6	12	34	95	53	148	74	18	192
Hispanic	198	--	--	31	8	10	83	52	6	16
Asian	375	--	--	58	33	24	140	102	14	24
Native American	72	--	0	3	9	3	34	13	5	5
Other Ethnic/Race	220	--	--	31	20	26	88	41	7	15
N/A	423	0	--	51	41	46	136	79	16	53
Gender										
Females	2837	45	41	338	419	224	634	828	62	434
Males	6093	25	37	737	638	425	2861	1138	265	230
N/A	355	--	--	49	27	45	116	62	16	41
Disability Status										
Non-Disabled	8390	69	76	1039	1001	605	3267	1854	308	611
Disabled	539	--	--	34	55	43	227	113	22	52
N/A	356	--	--	51	28	46	117	61	13	42
Sexual Orientation										
Heterosexual	8106	63	68							
Homosexual	235	--	--	970	962	589	3198	1781	300	585
Bisexual	103	--	0	44	39	21	157	68	9	18
N/A	841	7	8	110	83	84	256	179	34	102
Total	9285	73	80	1124	1084	694	3611	2028	343	705

*Dashes indicate too few respondents in that demographic category to show separately.

Introduction/Procedure

Ways to Interpret Survey Data

■ Absolute

1. Percent responding favorably/unfavorably

■ Comparative

2. Between Groups (e.g., Management/Non-Management)
3. Between Content Areas (e.g., Decision Making vs. Communications)
4. Compared to Norms

■ Data Interpretation Guidelines -- Response Profile

	<u>% Favorable</u>		<u>% Unfavorable</u>	<u>Total NOAA Number of Items</u>
Favorable	65+			42%
Moderate (Improvement Opportunity)	50-65	and	<25	23%
Unfavorable (Improvement Needed)	<50	or	25+	35%

Introduction/Procedure

Definitions

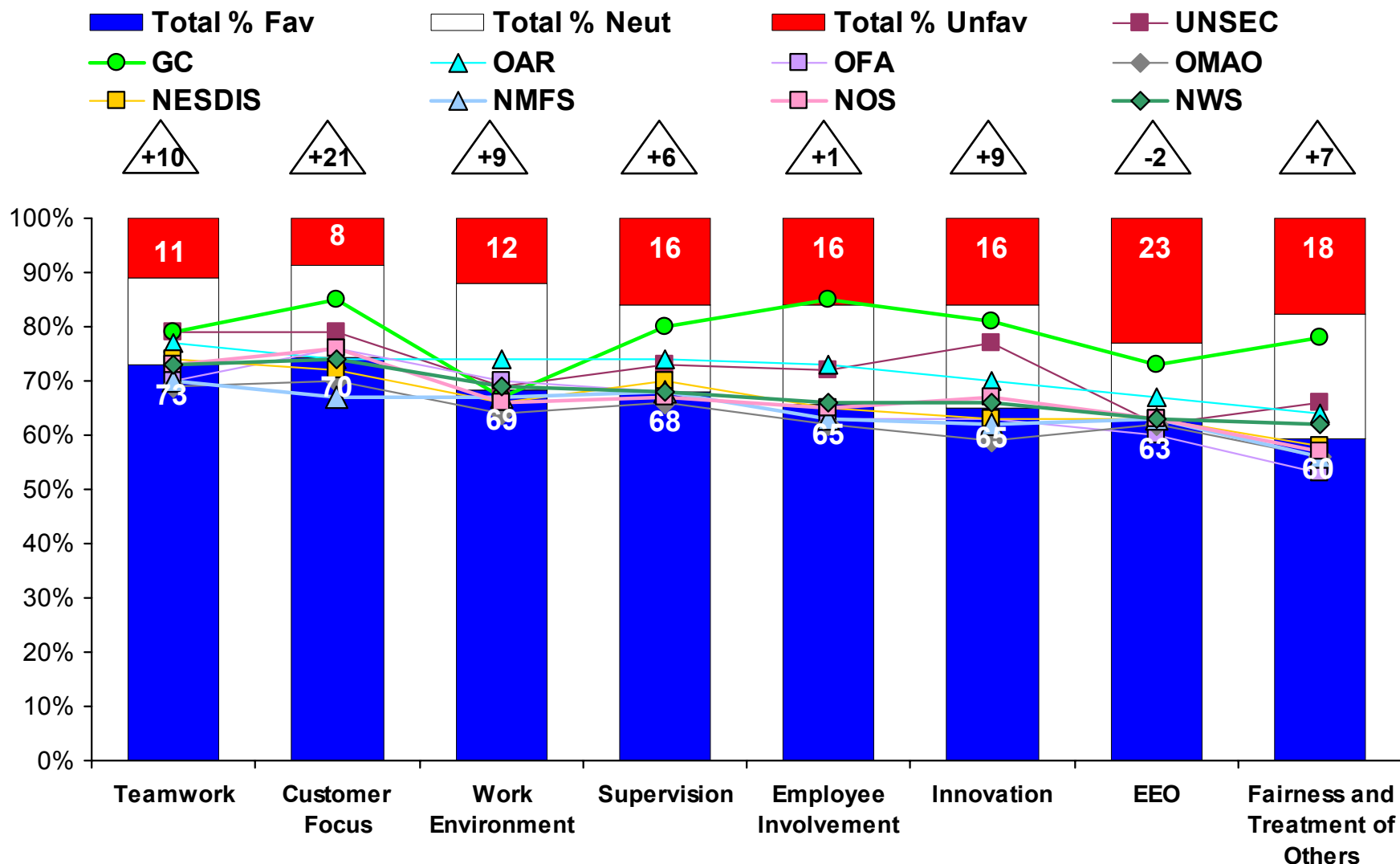
- **Management** -- e.g., AAs, DAAs, etc. -- anyone with responsibility for managing or supervising other employees, that is, rating officials
- **Professional** -- e.g., Attorneys, Accountants, Meteorologists, Biologists, Hydrologists, Cartographers, etc.
- **Technical** -- e.g., Accounting Technicians, Meteorological Technicians, Electronic Technicians, Hydrological Technicians, Physical Science Technicians, Technical Clerks, etc.
- **Administrative** -- e.g., Administrative Staff, Budget Analysts, Computer Specialists, Management Analysts, Program Analysts, Personnel Management Staff, etc.
- **Clerical** -- e.g., Secretaries, Clerks (Office Automation and Others), etc.
- **Hourly** -- e.g., Marine Engineers, Electricians, Security Personnel, Maintenance Mechanics, Materials Handling, Food Service Personnel, Seamen/Fishermen, etc.
- **Normative Comparisons** - to provide a frame of reference for results of this survey, benchmark comparisons to Sirota Consulting's normative database are provided where available (not all items have normative comparisons):
 - **Management** refers to the benchmark for Management employees (top 3% of companies)
 - **Non-Management** refers to the benchmark for Non-Management employees (top 3% of companies)



Percentage point difference in percent favorable between the 2002 and 1998 SFA Survey; if an item was not asked in 1998, dashes appear in the triangle

Dimension Summary

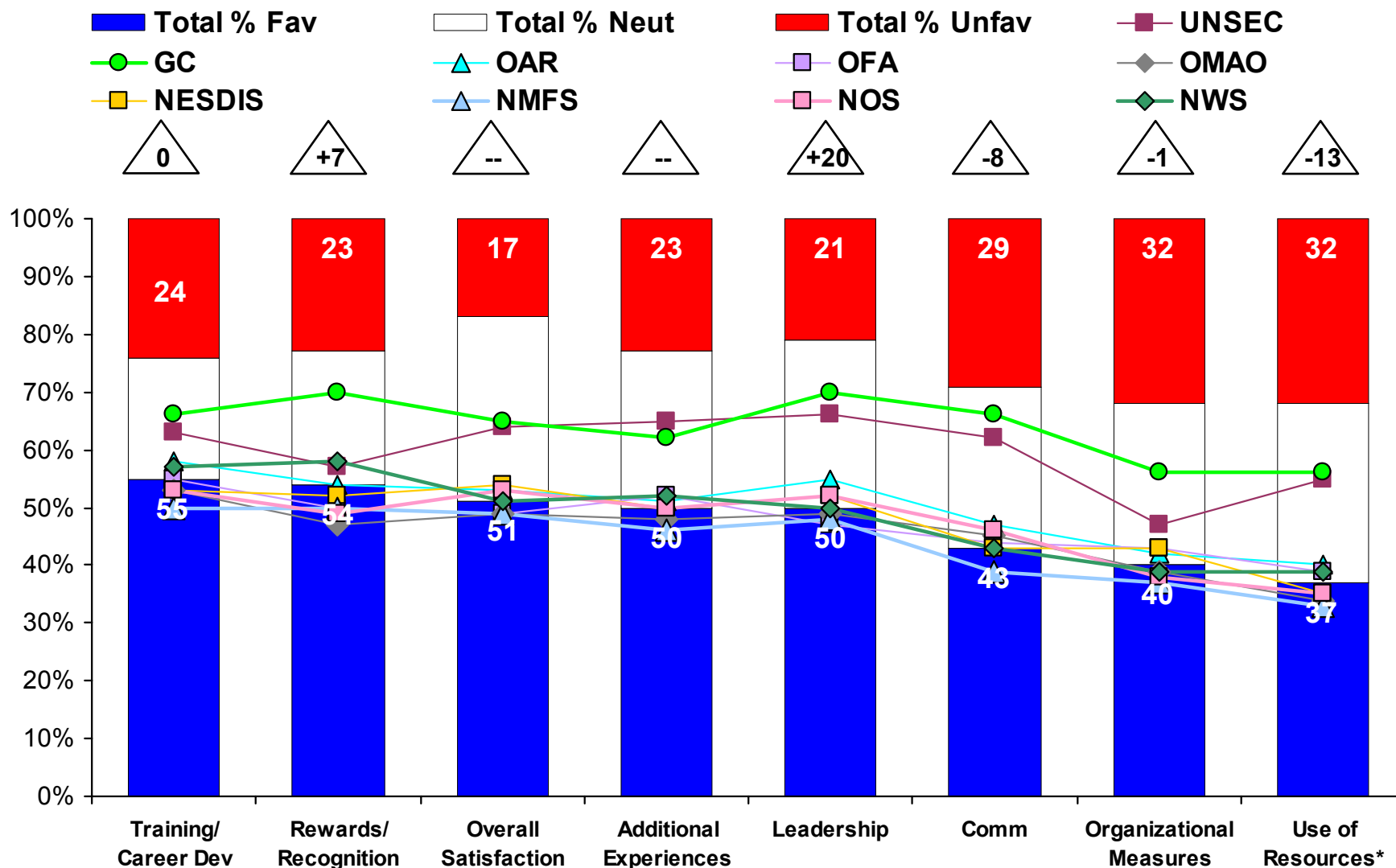
Ranked by % Favorable



Note: Comparisons to 1998 should be viewed with caution, since some 1998 items were dropped, and new items added in 2002

Dimension Summary

Ranked by % Favorable



*One item only

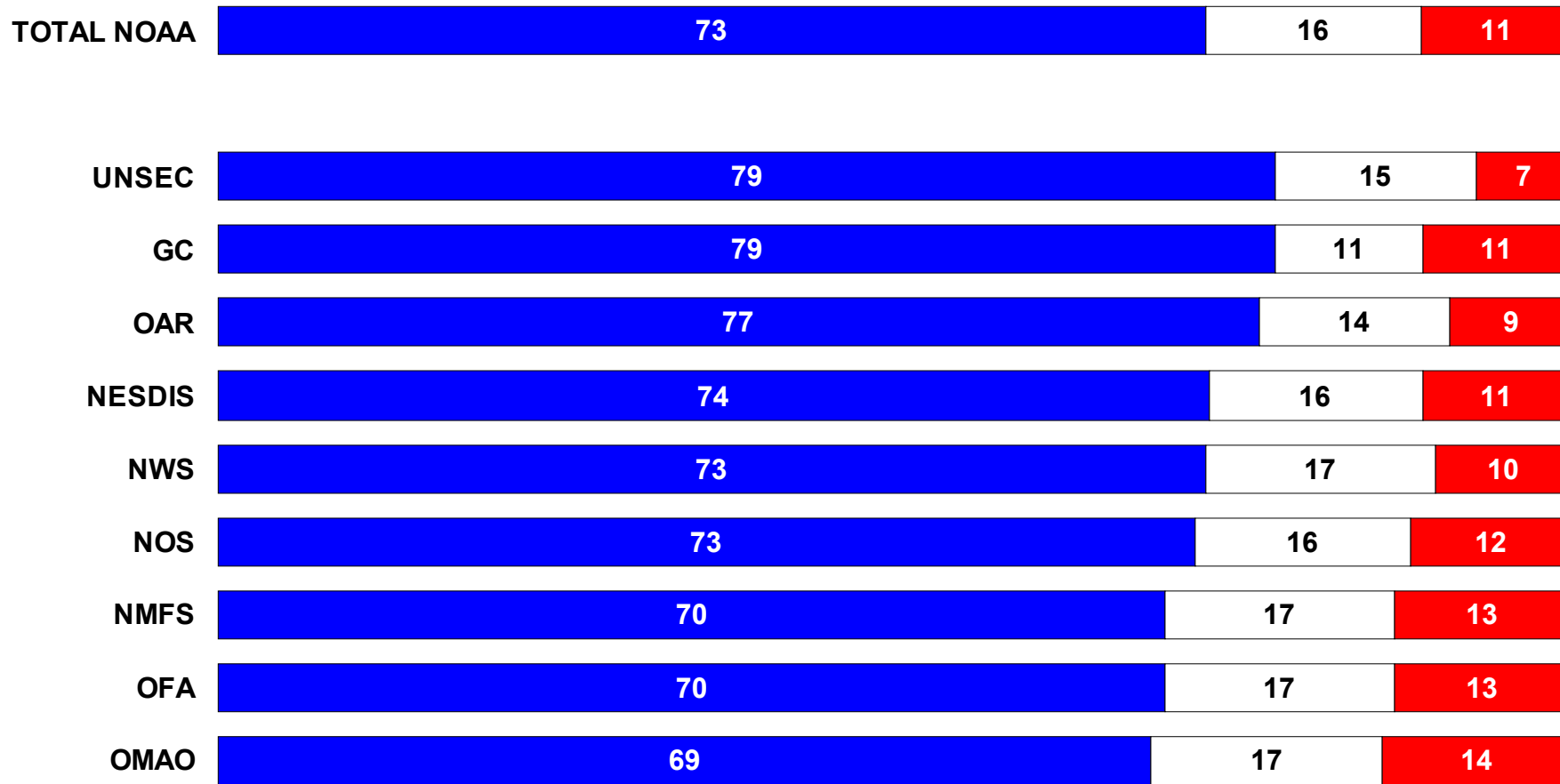
Note: Comparisons to 1998 should be viewed with caution, since some 1998 items were dropped, and new items added in 2002

Dimension Summary -- Teamwork

■ % Favorable

□ % Neutral

■ % Unfavorable



Dimension Summary -- Customer Focus

■ % Favorable

□ % Neutral

■ % Unfavorable

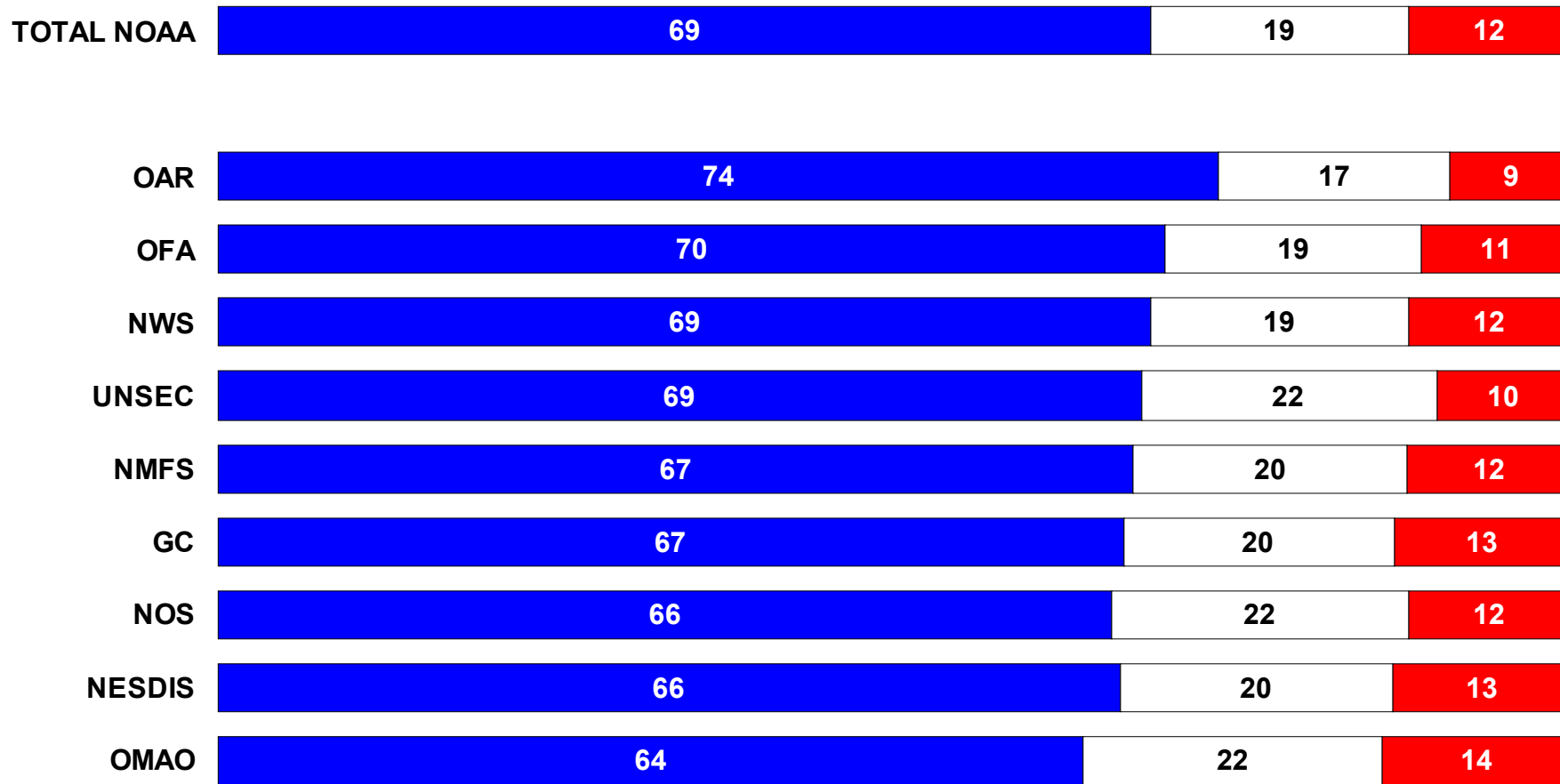


Dimension Summary -- Work Environment

■ % Favorable

□ % Neutral

■ % Unfavorable

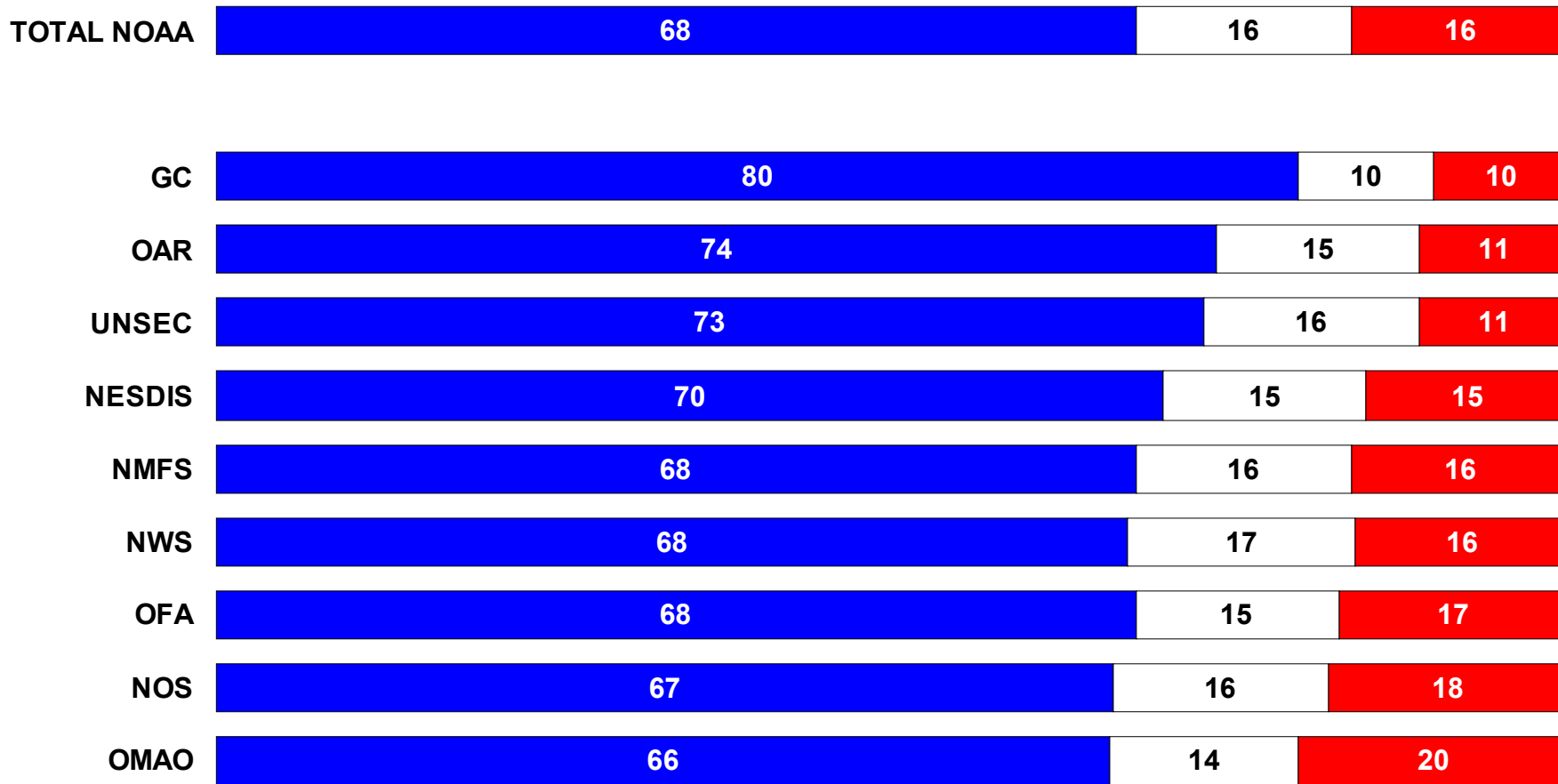


Dimension Summary -- Supervision

■ % Favorable

□ % Neutral

■ % Unfavorable

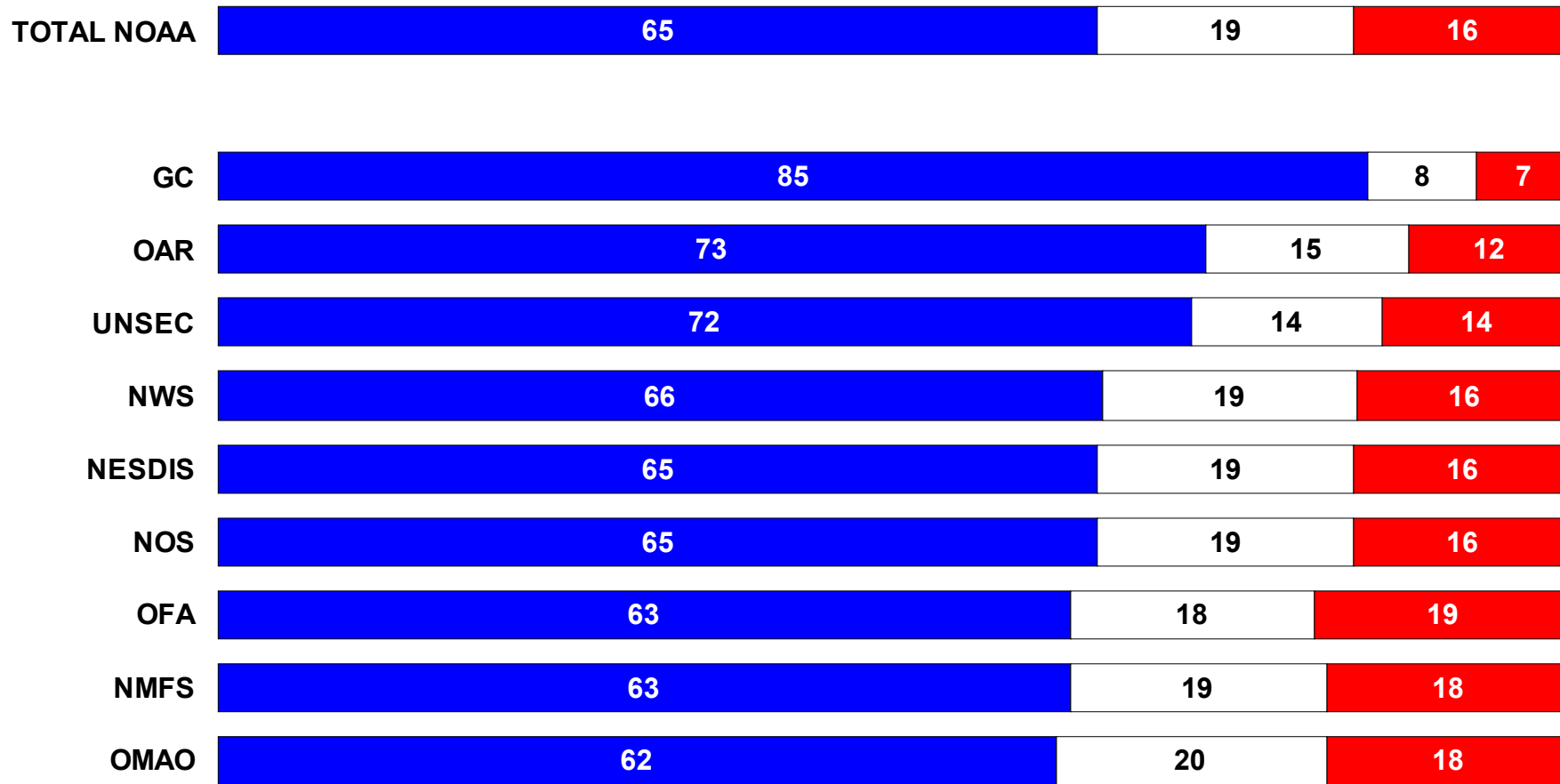


Dimension Summary -- Employee Involvement

■ % Favorable

□ % Neutral

■ % Unfavorable

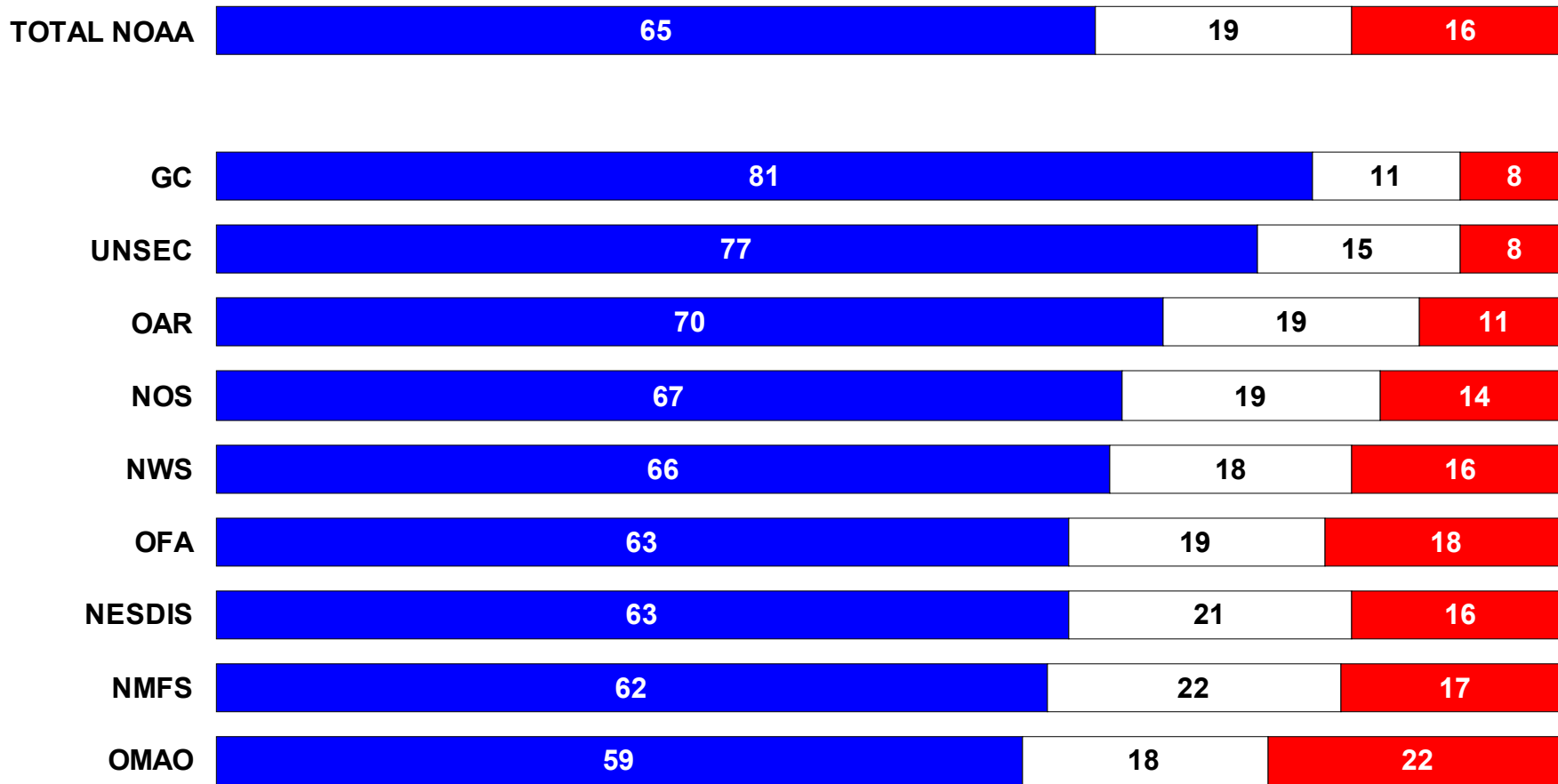


Dimension Summary -- Innovation

■ % Favorable

□ % Neutral

■ % Unfavorable

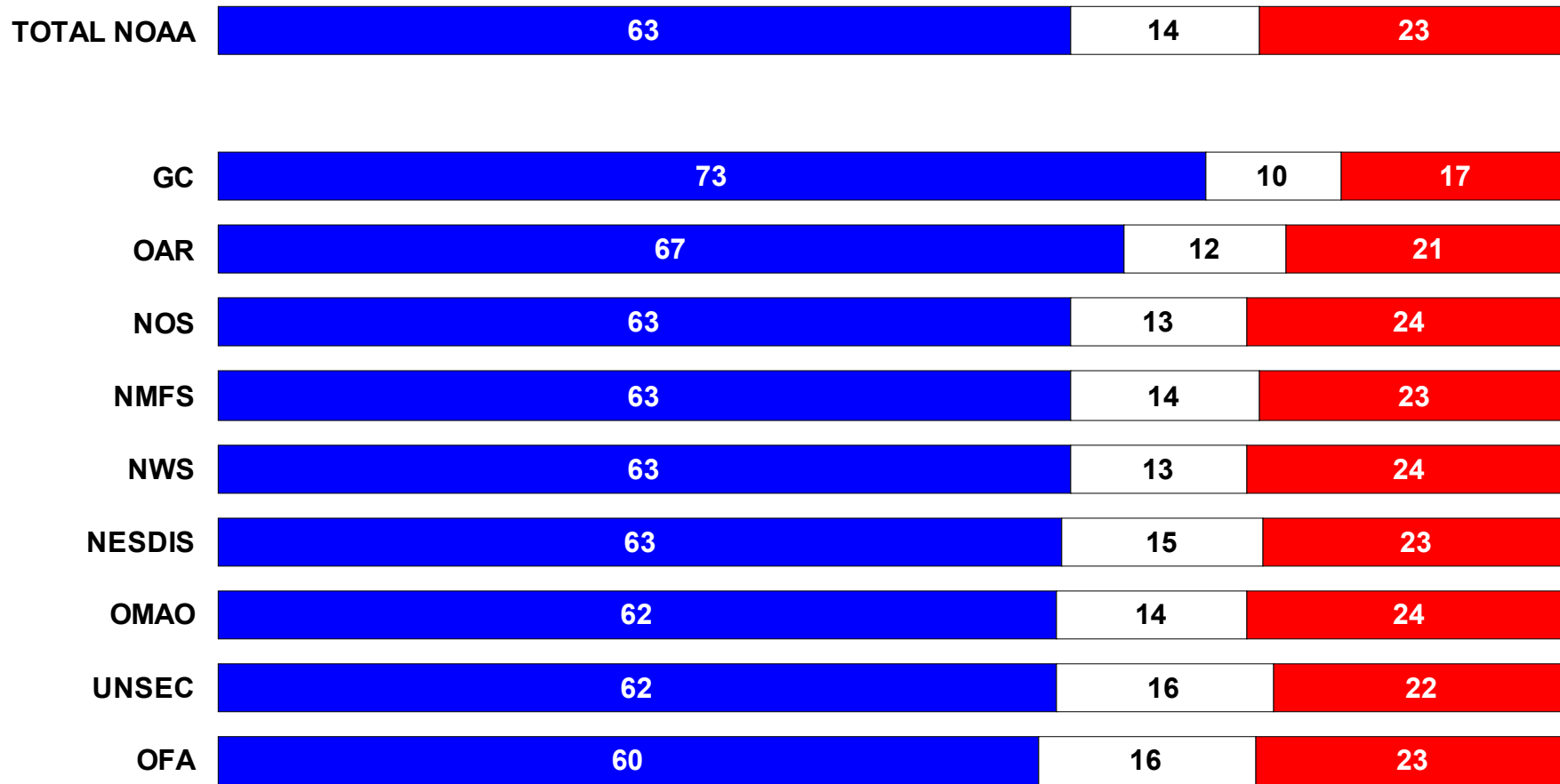


Dimension Summary -- EEO

■ % Favorable

□ % Neutral

■ % Unfavorable

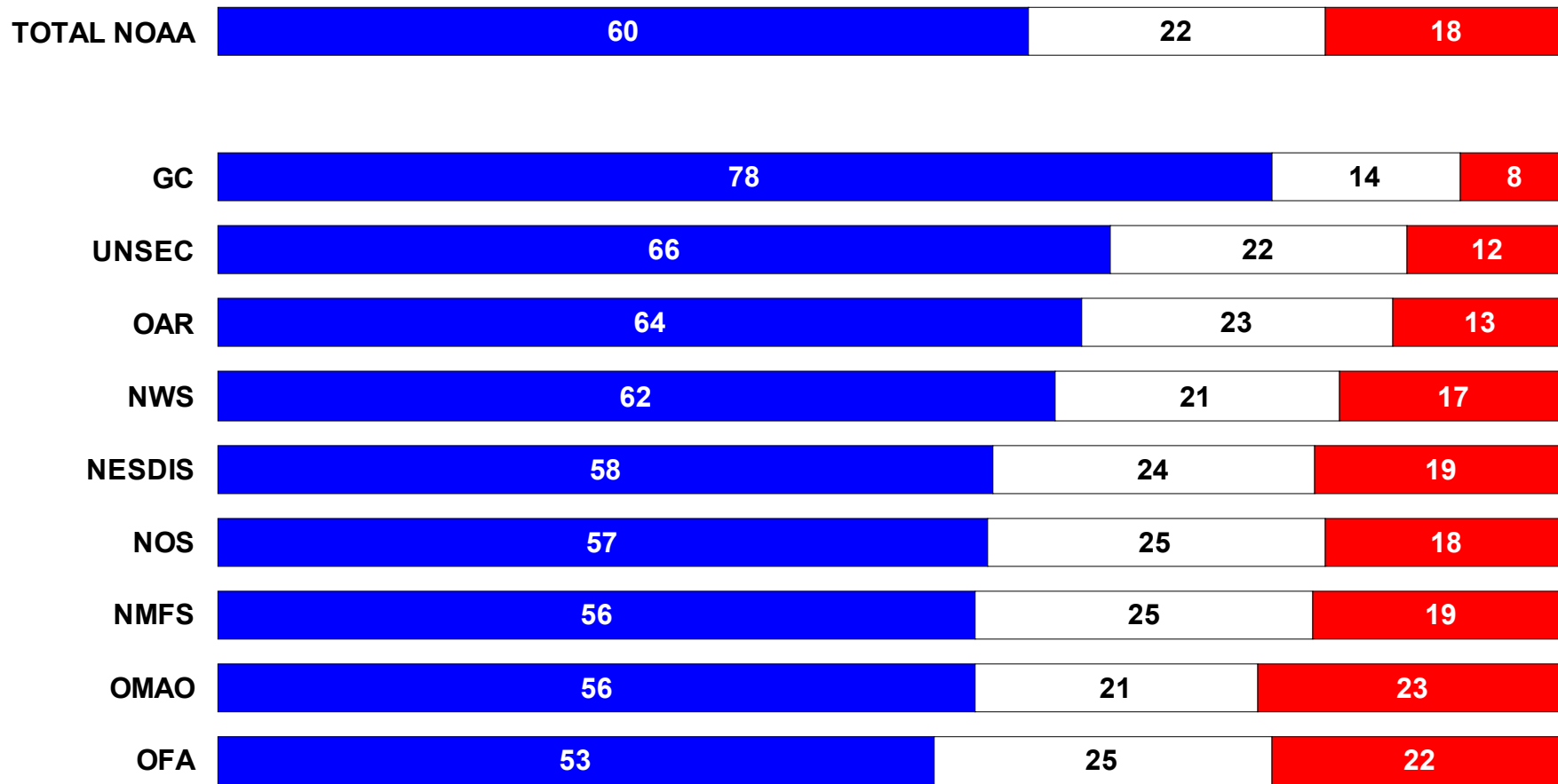


Dimension Summary -- Fairness & Treatment of Others

■ % Favorable

□ % Neutral

■ % Unfavorable

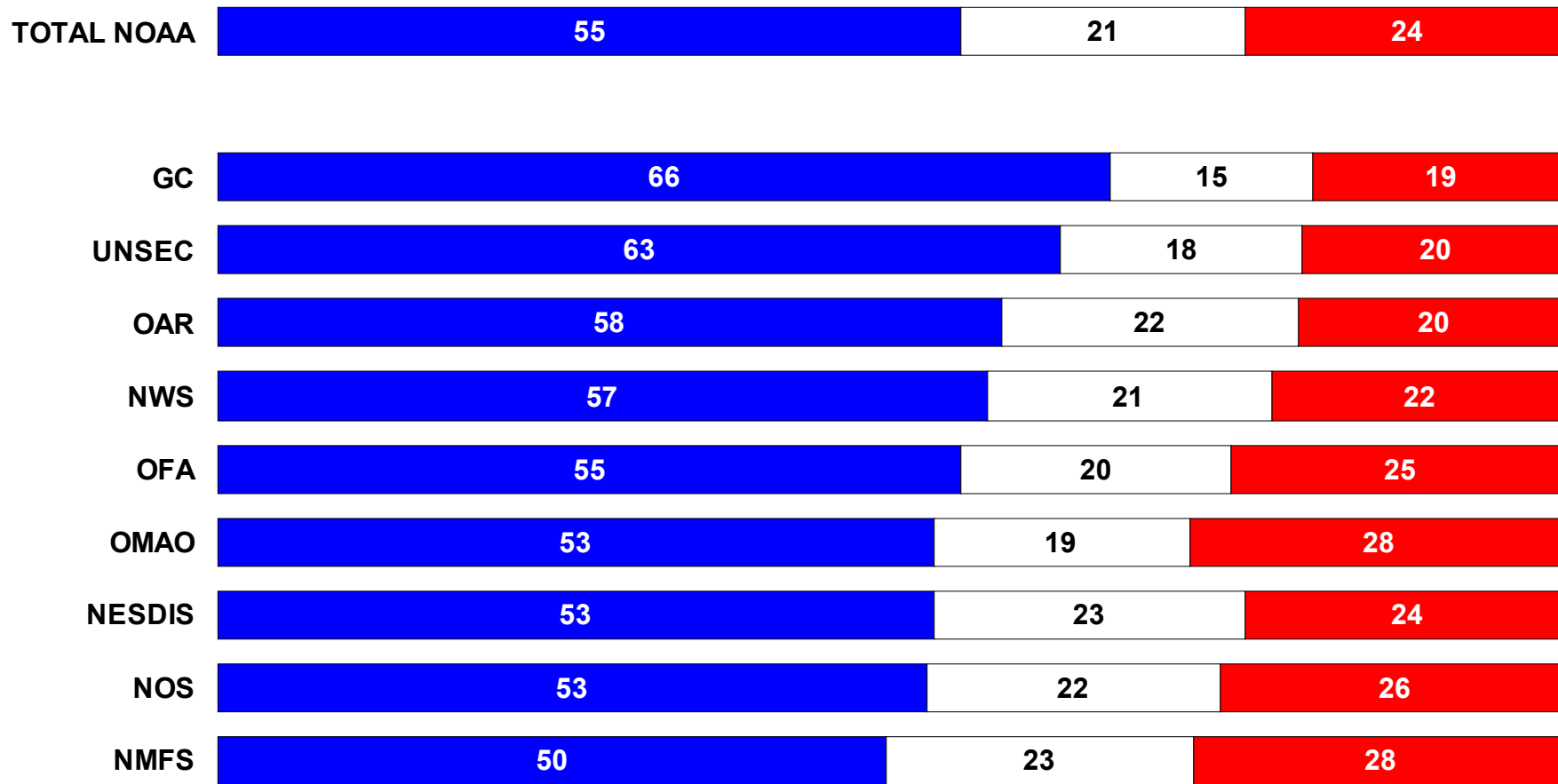


Dimension Summary -- Training/Career Development

■ % Favorable

□ % Neutral

■ % Unfavorable

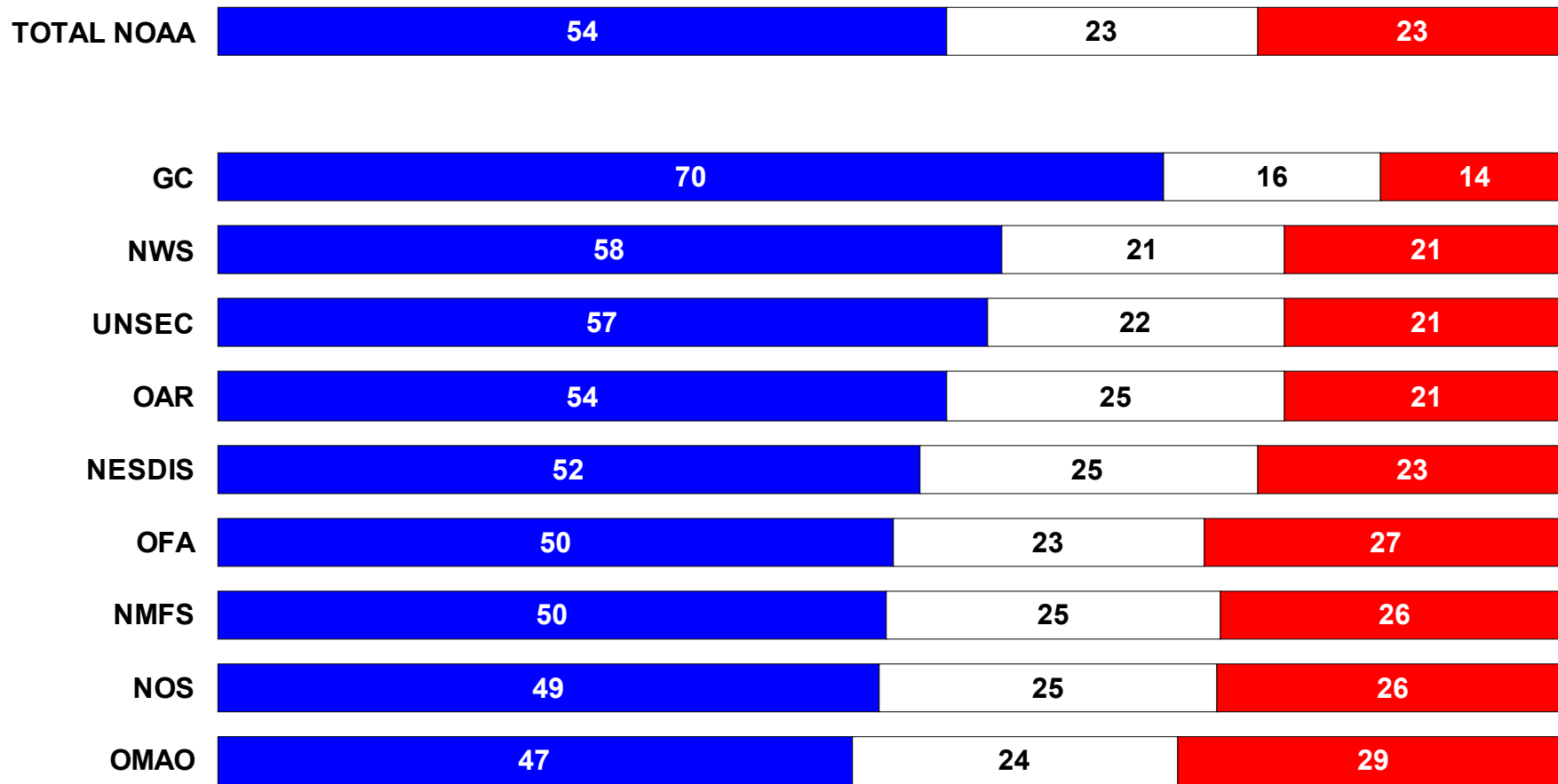


Dimension Summary -- Rewards/Recognition

■ % Favorable

□ % Neutral

■ % Unfavorable

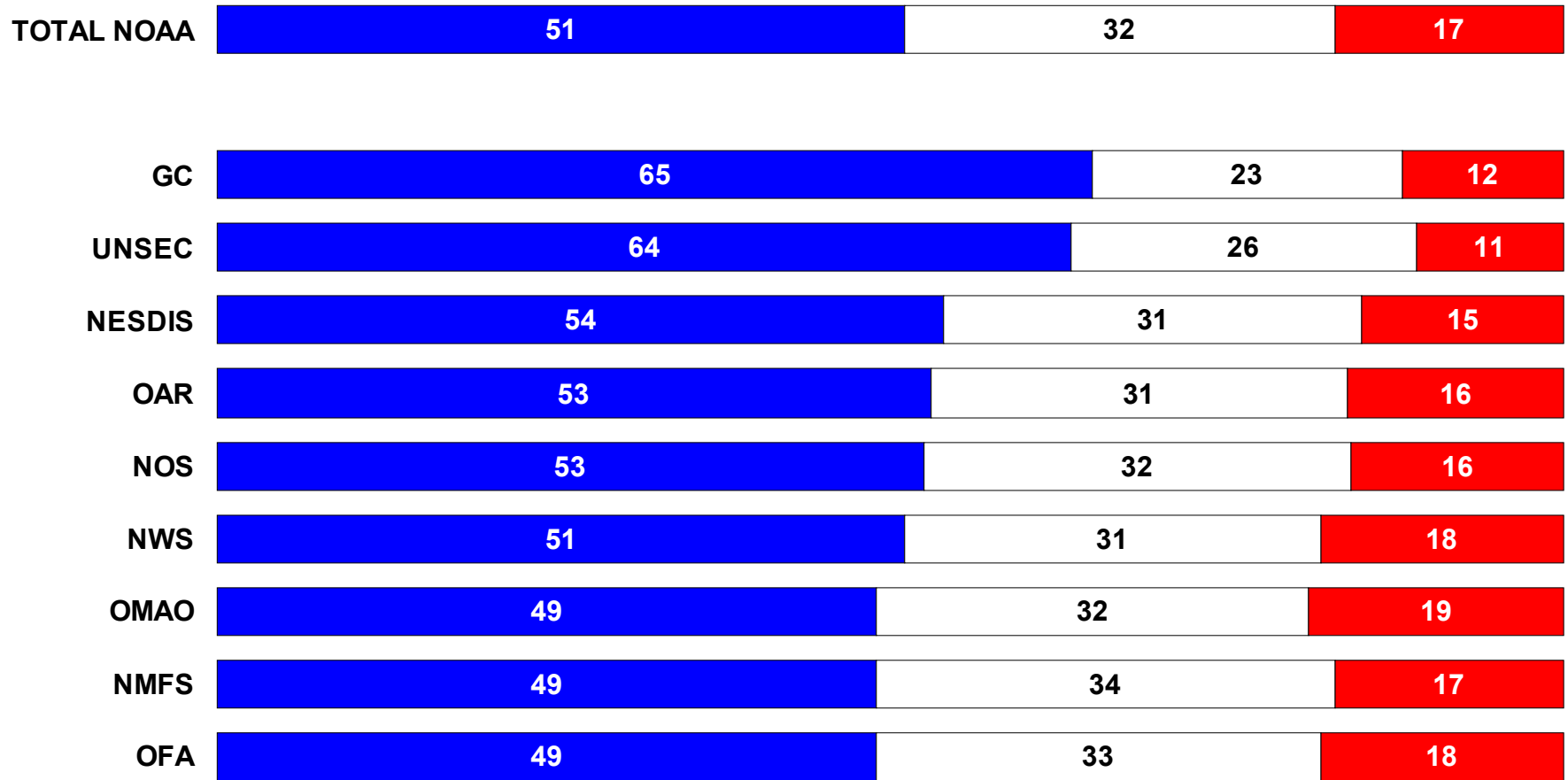


Dimension Summary -- Overall Satisfaction

■ % Favorable

□ % Neutral

■ % Unfavorable

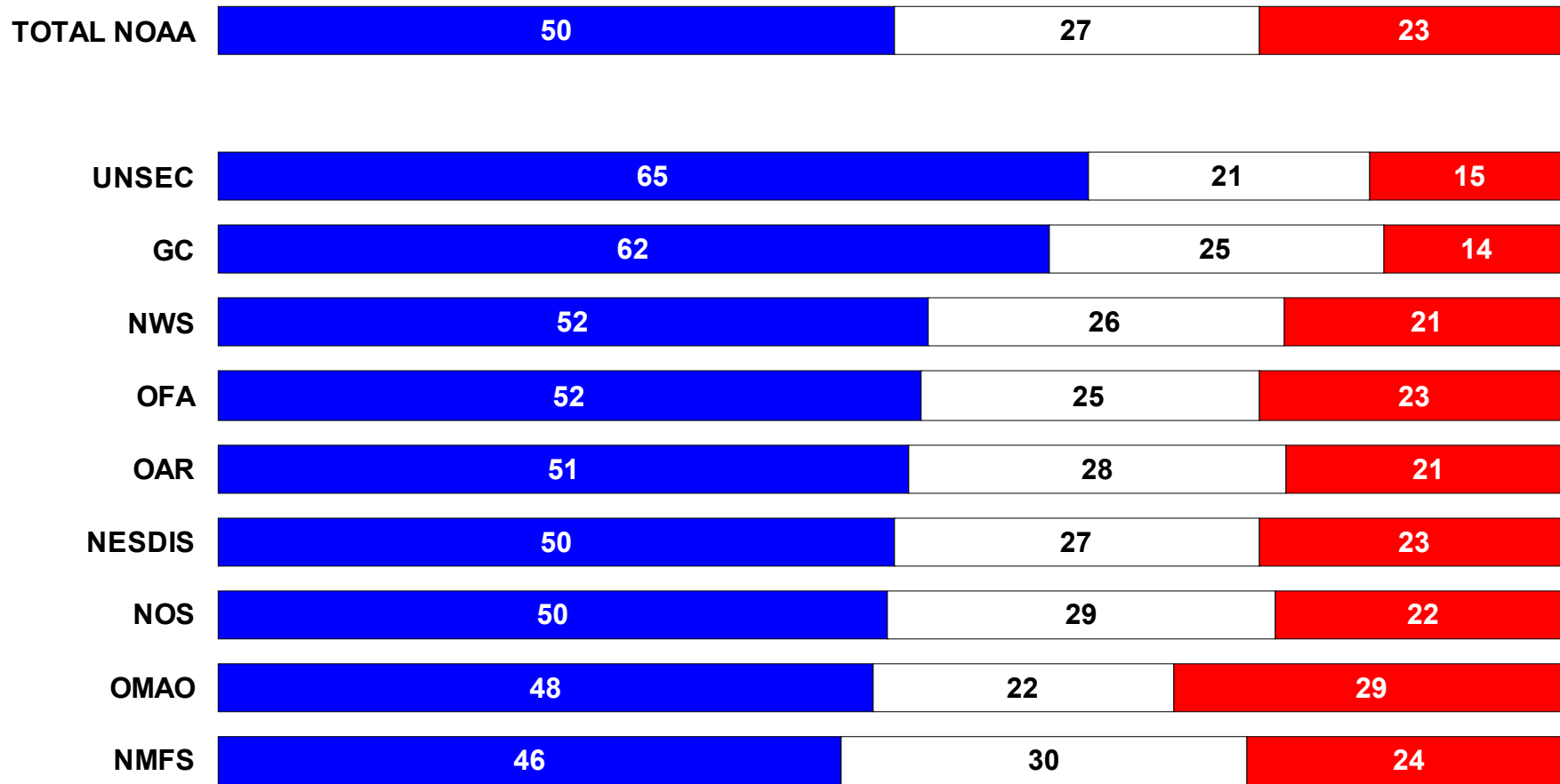


Dimension Summary -- Additional Experiences

■ % Favorable

□ % Neutral

■ % Unfavorable

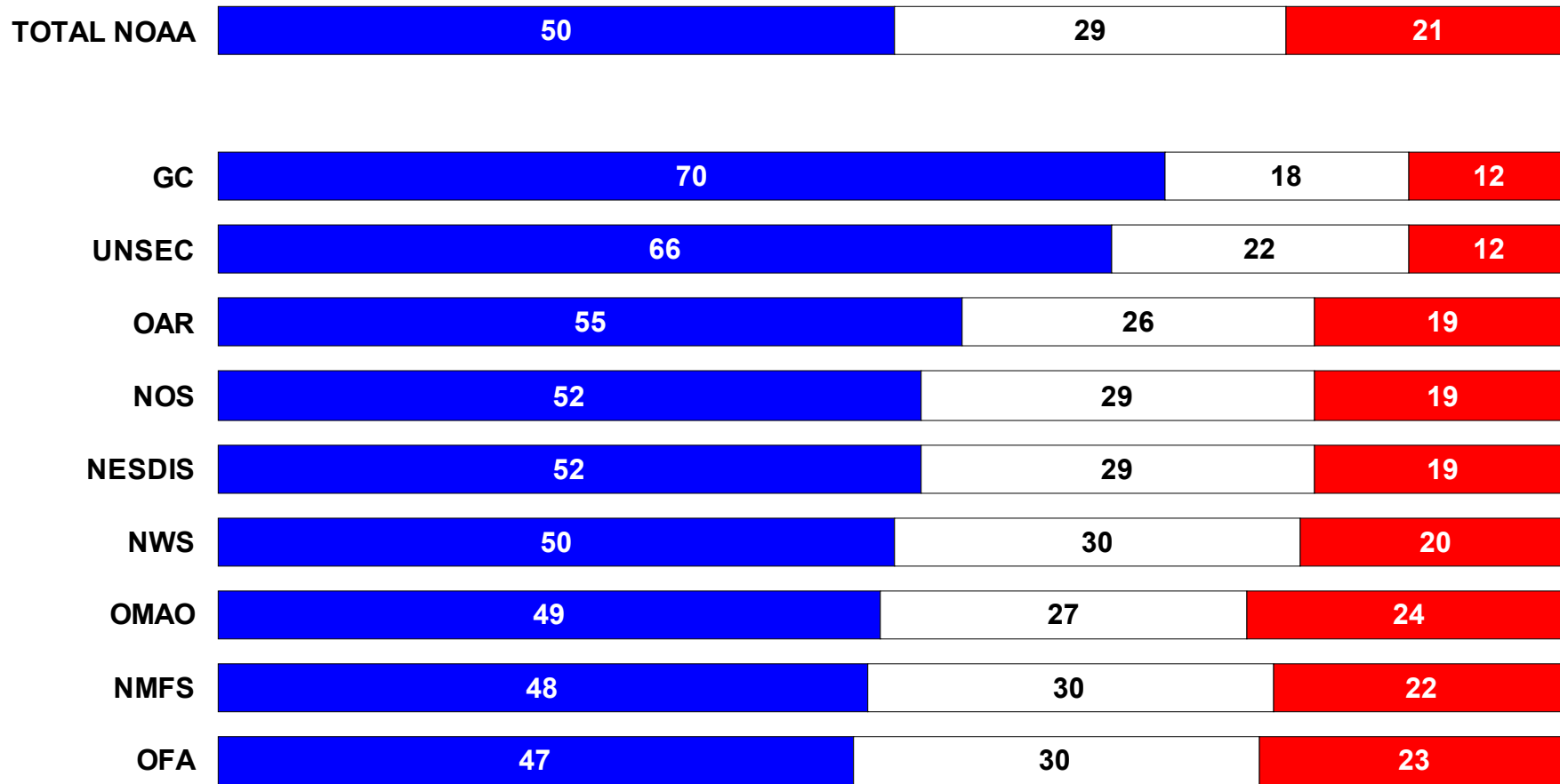


Dimension Summary -- Leadership

■ % Favorable

□ % Neutral

■ % Unfavorable

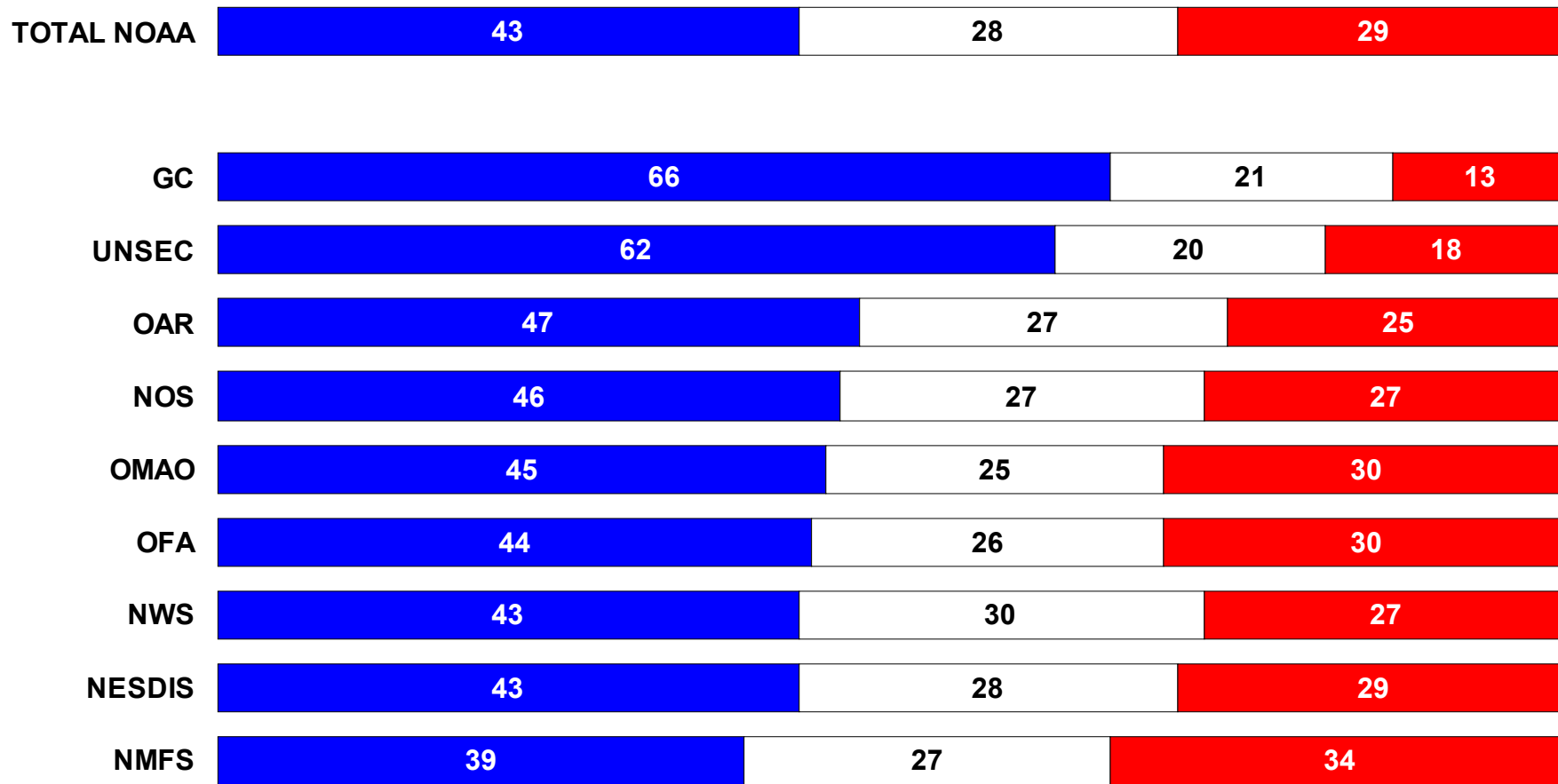


Dimension Summary -- Communication

■ % Favorable

□ % Neutral

■ % Unfavorable

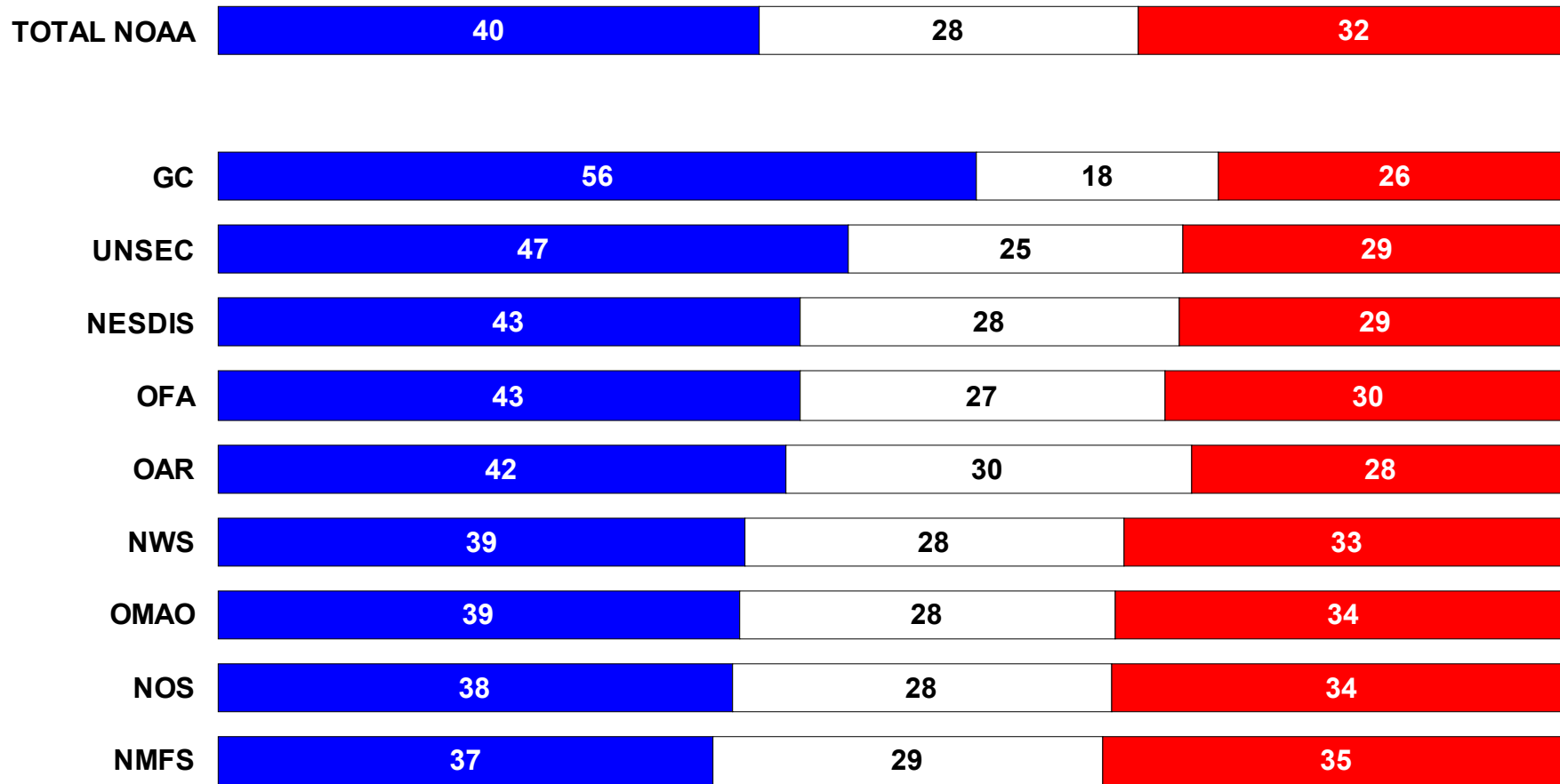


Dimension Summary -- Organizational Measures

■ % Favorable

□ % Neutral

■ % Unfavorable

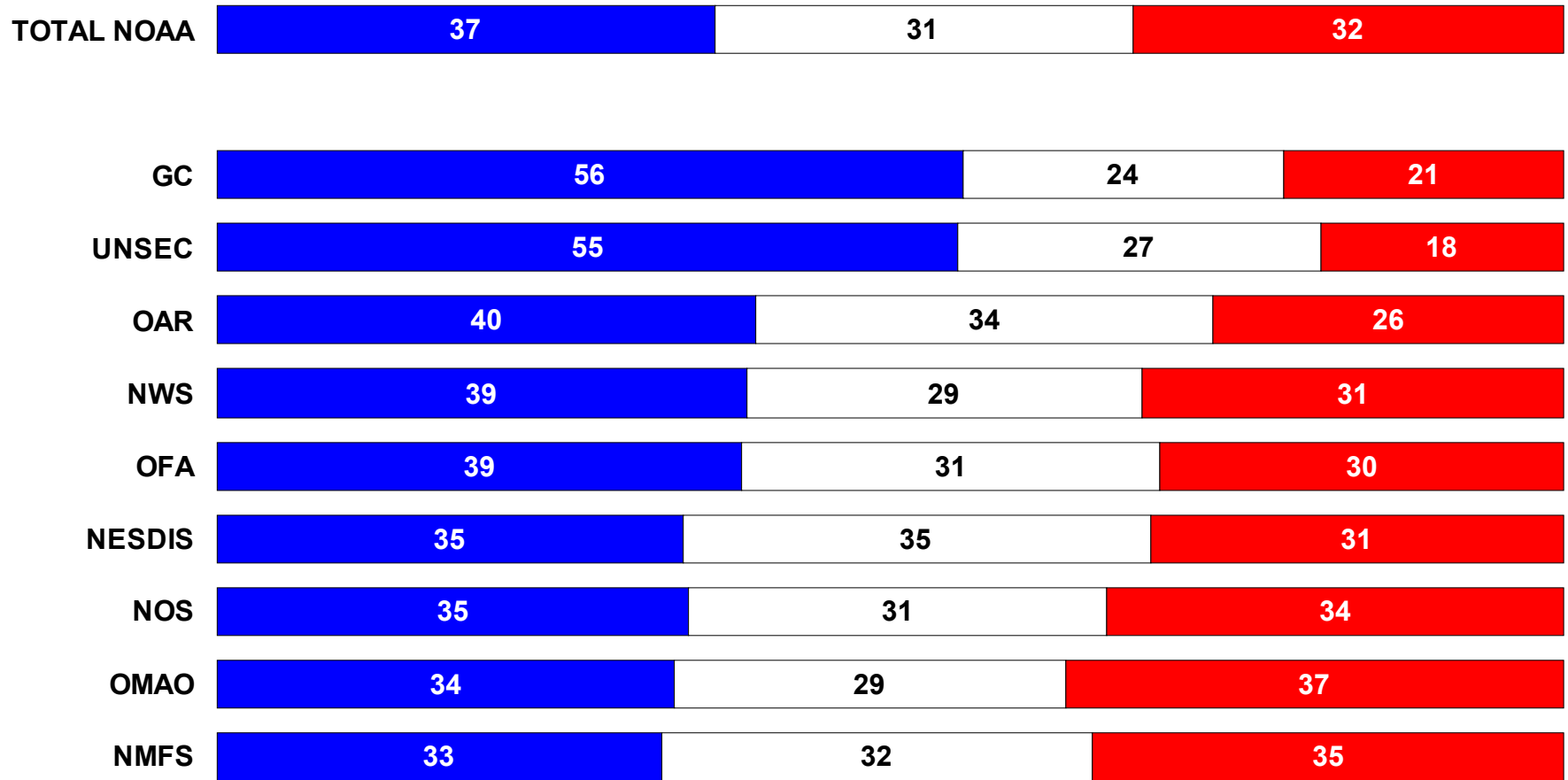


Dimension Summary -- Use of Resources*

■ % Favorable

□ % Neutral

■ % Unfavorable



*One item only

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Line/Staff Office Comparisons

Response Profile -- Percentage of Items Rated Favorable/Moderate/Unfavorable

	Total	GC	UNSEC	OAR	NOS	NESDIS	NWS	NMFS	OMAO	OFA
Favorable	42%	74%	56%	52%	45%	44%	39%	38%	37%	35%
Moderate (Improvement Opportunity)	23%	15%	28%	24%	21%	19%	30%	22%	20%	28%
Unfavorable (Improvement Needed)	35%	11%	12%	24%	34%	37%	31%	40%	44%	36%

Line/Staff Office Comparisons: Benchmark Scores

- The following is the rank order of Line/Staff Offices by the number of items on which each scored in the top three Line/Staff Offices

	<u>Number of Benchmark Items</u>
GC	119
UNSEC	101
OAR	87
NWS	33
OFA	21
NESDIS	18
OMAO	17
NOS	13
NMFS	9

Key Strengths and Key Opportunities Overall and by Line/Staff Office

- **A great deal of consistency across Line/Staff Offices regarding both strengths and opportunities**
- **The following matrices detail the common themes (strengths or opportunities across the board -- or almost across the board)**
- **Additional Line/Staff Office-specific key strengths/opportunities are then listed**

Key Strengths Overall and Major Differences by Line/Staff Office

	GC	UNSEC	OAR	NOS	NESDIS	NWS	NMFS	OMAO	OFA
<u>Overall Satisfaction</u>									
Pride in NOAA	x	x	x	x	x	x	x	x	x
Pride in Line/Staff Office	x	x	x	x	x	x	x	x	
Confidence in NOAA's Future	x	x	x	x	x		x	x	
Overall Satisfaction with NOAA	x	x	x	x	x		x		x
Understand NOAA Line/Staff Office Mission	x	x	x	x	x	x	x	x	x
<u>Ratings of Line/Staff Office</u>									
Professionally Competent Work Force	x	x	x	x	x	x	x		
Ethical	x	x	x	x	x	x	x	x	
Performance Expectations	x	x	x	x	x	x	x	x	x
Striving for Excellence	x	x	x	x	x	x			
Adequate Computer Systems	x	x	x	x	x	x	x	x	
<u>Job Done by Levels of Management</u>									
Immediate Supervisor	x	x	x	x	x	x	x	x	x
NOAA Top Management	x	x		x	x			x	x
<u>Immediate Supervisor</u>									
Technically Competent	x	x	x	x	x	x	x	x	x
Performance Appraisal on Schedule	x	x	x	x	x	x	x		x
Competent in Human Relations	x	x	x	x	x		x		x
Is Comfortable Discussing My Needs	x	x	x	x	x	x	x	x	x
Follows Through on Commitments	x	x	x	x	x	x	x	x	x
Supports Employees' Family and Personal Life	x	x	x	x	x	x	x	x	x
Treats Me Fairly	x	x	x	x	x	x	x	x	x
Trust between Employees and Immediate Supervisor	x	x	x	x	x		x		

Key Strengths Overall and Major Differences by Line/Staff Office (cont'd)

	GC	UNSEC	OAR	NOS	NESDIS	NWS	NMFS	OMAO	OFA
<u>Customer Focus</u>									
NOAA being Customer-Focused	x	x	x	x	x	x		x	x
Understand Who External Customers are and Their Expectations	x	x	x	x	x	x	x	x	x
Use Suggestions from them to Improve Work Process Designed to Meet Customer Expectations	x	x	x	x	x	x	x	x	x
Encouraged to Provide High Quality to Others	x	x	x	x	x	x	x	x	x
Receive Good Service from Others in Workgroup	x	x	x	x	x	x	x	x	x
<u>EEO</u>									
Accommodations Made for the Disabled	x	x	x		x		x	x	x
Differences Understood and Accepted	x	x	x	x	x	x	x	x	x
Protection against Harassment and Discrimination	x	x	x	x	x	x	x	x	x
Low Incidence of Experiencing Discrimination	x	x	x	x		x	x	x	x
Line/Staff Office Management Works Well with Individuals of Different Backgrounds	x	x	x	x	x	x	x	x	
Advancement/Selection Opportunities Available for Highly Qualified	x		x			x	x	x	
<u>Job Satisfaction</u>									
I Like the Work I Do	x	x	x	x	x	x	x	x	x
Skill Utilization	x	x	x	x	x	x	x	x	x
Personal Autonomy	x	x	x	x	x	x	x	x	x
Innovation Encouraged	x	x	x	x	x	x	x	x	

Key Strengths Overall and Major Differences by Line/Staff Office (cont'd)

	GC	UNSEC	OAR	NOS	NESDIS	NWS	NMFS	OMAO	OFA
<u>Teamwork</u>									
At Workgroup Level	X	X	X	X	X	X	X	X	X
Relationships with Co-workers	X	X	X	X	X	X	X	X	X
<u>Work Environment</u>									
Work Location Safety/Security	X	X	X	X	X	X	X	X	X
Emergency Evacuation Procedures	X		X	X	X	X	X	X	X
Employee Safety a High-Level Concern	X	X	X	X	X	X	X	X	
Protected from Health and Safety Hazards		X	X	X	X	X	X	X	X
Employee/Visitor Security Procedures	X		X	X	X	X			X
<u>Equity Issues</u>									
Job Security	X	X	X	X	X	X	X	X	X
Respectful Treatment	X	X	X	X	X	X	X	X	X

Additional Key Strengths by Line/Staff Office

■ GC: A great many additional strengths

- NOAA as a place to work
- Overall satisfaction with NOAA Line/Staff Office
- Management makes me feel part of NOAA
- Understand relationships between Line/Staff Offices
- Line/Staff Office having clear corporate culture, having effective organization structure, doing its work efficiently, being innovative, attracting and retaining the best employees, having effective leadership, being effectively managed and well run
- Confidence in future of Line/Staff Office
- Job done by manager's manager, Office/Center Head, and Line/Staff Office Head
- Immediate supervisor provides feedback, communicates, serves as coach/counselor, and supports me in face of opposition
- Receive good service from others in Line/Staff Office and in NOAA
- Rewarded for providing high quality service

Additional Key Strengths by Line/Staff Office (cont'd)

■ GC (cont'd)

- Management keeps employees informed
- Communications about change
- Effective communication between Line/Staff Office HQ and workgroup
- Cooperation across workgroups
- All workgroup members given opportunity to contribute
- Training to perform job
- Training opportunities provided fairly
- Understand career paths
- Evaluation/awards based on accomplishments
- Rewarded for individual and team accomplishments
- Pay

Additional Key Strengths by Line/Staff Office (cont'd)

■ GC (cont'd)

- Fair/consistent policy administration
- Lack of favoritism
- Fair hearing for complaints
- Fairness in recognizing accomplishments
- Encouraged to openly confront and solve problems
- Management receptive to change
- NOAA process for rating performance
- Number of hours “about right”
- Number of approvals “about right”
- Emphasis on correcting poor performance “about right”

Additional Key Strengths by Line/Staff Office (cont'd)

■ UNSEC

- NOAA as an organization to work for
- Overall satisfaction with Line/Staff Office
- Understand relationship between Line/Staff Offices
- Line/Staff Office attracting the best employees, being innovative
- Job done by manager's manager, Office/Center Head and Line/Staff Office Head
- Immediate supervisor supports me in face of opposition, provides feedback, communicates
- Receive good service from others in Line/Staff Office and in NOAA
- Rewarded for providing high quality service
- Management promotes effective communication
- Effort to get employee ideas and opinions
- Workgroup members are given the opportunity to contribute

Additional Key Strengths by Line/Staff Office (cont'd)

■ UNSEC (cont'd)

- Receive training to perform job
- Training in new technologies/tools
- Fair training/development opportunities
- Management receptive to change
- Physical working conditions
- Rewarded for individual accomplishments
- Evaluations/awards based on accomplishments
- Responding to this survey is a good use of my time

Additional Key Strengths by Line/Staff Office (cont'd)

■ OAR

- Line/Staff Office being innovative
- Immediate supervisor supports me in the face of opposition, communicates what is expected, provides feedback
- Job done by manager's manager
- Job done by Office/Center head
- Receive good service from Line/Staff Office
- Opportunities for the disabled
- “About Right” number of approvals needed
- Training to perform job, fair training/development opportunities
- Evaluations/awards based on accomplishments, rewarded for individual accomplishment
- Physical working conditions
- Fair/consistent policy administration

Additional Key Strengths by Line/Staff Office (cont'd)

■ NOS

- NOAA as a place to work
- NOAA Line/Staff office being innovative
- Job done by manager's manager
- Job done by Office/Center head
- Immediate supervisor supports me when I face opposition
- Receive good service from others in Line/Staff Office and in NOAA
- Training to perform my job

■ NESDIS

- Immediate supervisor supports me in face of opposition, provides feedback
- Job done by manager's manager
- Receive good service from others in Line/Staff Office and in NOAA

Additional Key Strengths by Line/Staff Office (cont'd)

■ NWS

- Low short-term attrition potential
- Immediate supervisor communicates what is expected, embraces employee diversity
- Reward for individual accomplishments
- Pay
- Understand career paths

■ NMFS

- Immediate supervisor supports me in face of opposition
- Receive good service from others in Line/Staff Office

■ OMAO

- Job done by Office/Center head
- Receive good service from others in NOAA
- Workgroup members are given opportunity to contribute

Additional Key Strengths by Line/Staff Office (cont'd)

■ OFA

- Immediate supervisor communicates what is expected, embraces employee diversity
- Work Environment: Effectiveness of new security procedures
- Receive good service from others in NOAA

Key Opportunities Overall and Major Differences by Line/Staff Office

	GC	UNSEC	OAR	NOS	NESDIS	NWS	NMFS	OMAO	OFA
<u>Leadership of NOAA</u>									
Having Effective "Leadership"	x		x	x	x	x	x	x	x
Well-defined Corporate Culture		x	x	x	x	x	x	x	x
Effectively Managed/Well Run			x	x	x	x	x	x	x
Effective Organization Structure	x		x	x	x	x	x	x	x
<u>Leadership of Line Staff Office</u>									
Having Effective "Leadership"				x	x	x	x	x	x
Clear Corporate Culture			x	x	x	x	x	x	x
Effectively Managed/Well Run				x	x	x	x	x	x
Effective Organization Structure				x	x	x	x	x	x
Making Me Feel Part of NOAA			x	x	x	x	x	x	x
Sense of Direction/Effective Planning				x	x	x	x	x	x
Minimum of "Corporate Politics"	x	x	x	x	x	x	x	x	x
Retaining the Best Employees			x	x	x	x	x	x	x
Understand the Relationship Between NOAA and Line/Staff Offices			x	x	x	x	x	x	x
Cooperation Among Line/Staff Offices	x		x	x	x		x	x	x
NOAA Upper Management Helps Line/Staff Offices be Productive	x		x	x	x	x	x	x	x

Key Opportunities Overall and Major Differences by Line/Staff Office (cont'd)

	GC	UNSEC	OAR	NOS	NESDIS	NWS	NMFS	OMAO	OFA
<u>Rewards and Recognition</u>									
Too Little Emphasis on Correcting Poor Performers		x	x	x	x	x	x	x	x
Not Rewarded for Providing High Quality to Customers						x		x	x
	x								
Advancement Opportunity		x	x	x	x	x	x	x	x
Performance-Promotion Link		x	x	x	x	x	x	x	x
Fairness in Recognizing Accomplishments				x	x		x	x	x
Performance Appraisal Helpfulness		x		x	x		x	x	
<u>Communications</u>									
Between NOAA and Workgroup, and Between Line/Staff Office and Workgroup			x	x	x	x	x	x	x
About Changes			x	x	x	x	x	x	x
Management Keeps Employees Informed					x		x	x	x
Management Promotes Effective Communication					x		x	x	x
Effort to Obtain Employee Ideas and Opinions						x	x	x	x
Taking Action on Employee Ideas and Opinions			x	x	x	x	x	x	x
<u>Training and Development</u>									
New Employee Orientation	x		x	x	x	x	x	x	x
Encouraged to Seek Mentoring				x	x	x	x	x	x
Immediate Supervisor Serves as Coach/Counselor				x	x	x	x	x	x
Understand Career Paths			x	x			x	x	x

Key Opportunities Overall and Major Differences by Line/Staff Office (cont'd)

	GC	UNSEC	OAR	NOS	NESDIS	NWS	NMFS	OMAO	OFA
<u>Organizational Measures</u>									
NOAA Competitive Promotion Process		X	X	X	X	X	X	X	X
Performance Rating Process		X	X	X	X	X	X	X	X
Diverse Groups Participate in Performance Measure Development	X	X	X	X	X	X	X	X	X
<u>Workload</u>									
Amount of Work		X	X	X	X	X	X	X	X
Number of Hours		X	X	X	X	X	X	X	X
Unnecessary Work Practices Eliminated			X	X	X	X	X	X	X
Too Many Approvals Needed				X	X	X	X	X	X
<u>Fairness and Treatment of Others</u>									
Trust Between Management and Union		X	X	X	X	X	X	X	X
Favoritism		X		X	X	X	X	X	X
Fair Hearing for Grievances				X	X		X	X	X
Openness to Confronting Problems		X		X	X	X	X	X	X
Not Comfortable Seeking Counseling or Filing a Formal Complaint About Discrimination		X	X	X	X	X	X	X	X
<u>EEO</u>									
Opportunities for Minorities				X	X	X	X	X	X
Opportunities for the Disabled				X	X			X	X

Key Opportunities Overall and Major Differences by Line/Staff Office (cont'd)

GC UNSEC OAR NOS NESDIS NWS NMFS OMAO OFA

Survey Utilization

How 1998 Survey was Used	x	x	x	x	x	x	x	x	x
Whether this Survey will be Used			x	x	x	x	x	x	x
Whether Management will Support SFA Feedback/Action			x	x	x	x	x	x	x
Whether Responding to this Survey is a Good Use of my Time			x		x	x	x	x	

Additional Key Opportunities by Line/Staff Office

■ GC

- Use of employee assistance program

■ UNSEC

- Immediate supervisor serves as coach/counselor
- Pay

■ OAR

- None

■ NOS

- Line/Staff Office doing its work efficiently

■ NESDIS

- Line/Staff Office attracting the best employees
- EEO: Accommodations for the disabled, differences understood and accepted, protection against harassment/discrimination, Line/Staff Office management works well with different backgrounds; sizable number of Clerical employees say they have experienced discrimination on the job

Additional Key Opportunities by Line/Staff Office (cont'd)

■ NWS

- Job done by Office Head
- Receptivity to change
- Encouraging Risk Taking

■ NMFS

- Line/Staff Office doing work efficiently
- Rewards/Recognition: Rewarded for team accomplishments

Additional Key Opportunities by Line/Staff Office (cont'd)

■ OMAO

- Line/Staff Office attracting the best employees
- Rewards/Recognition: Rewarded for team or individual accomplishments; pay
- Training/Development: Training to perform job, training for new technologies/tools
- Physical working conditions
- Fairness and Treatment of Others: Fair and consistent policy administration, fair training/career development opportunities
- Receptivity to change

■ OFA

- Line/Staff Office attracting the best employees, doing its work efficiently, being innovative, confidence in future of Office, job done by Office Head
- Rewards/Recognition: Rewarded for team accomplishments

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- C. Teamwork
- D. Training/Development
- E. Innovation
- F. Organizational measures
- G. Use of Resources
- H. Work Environment

VI. Rewards and Recognition

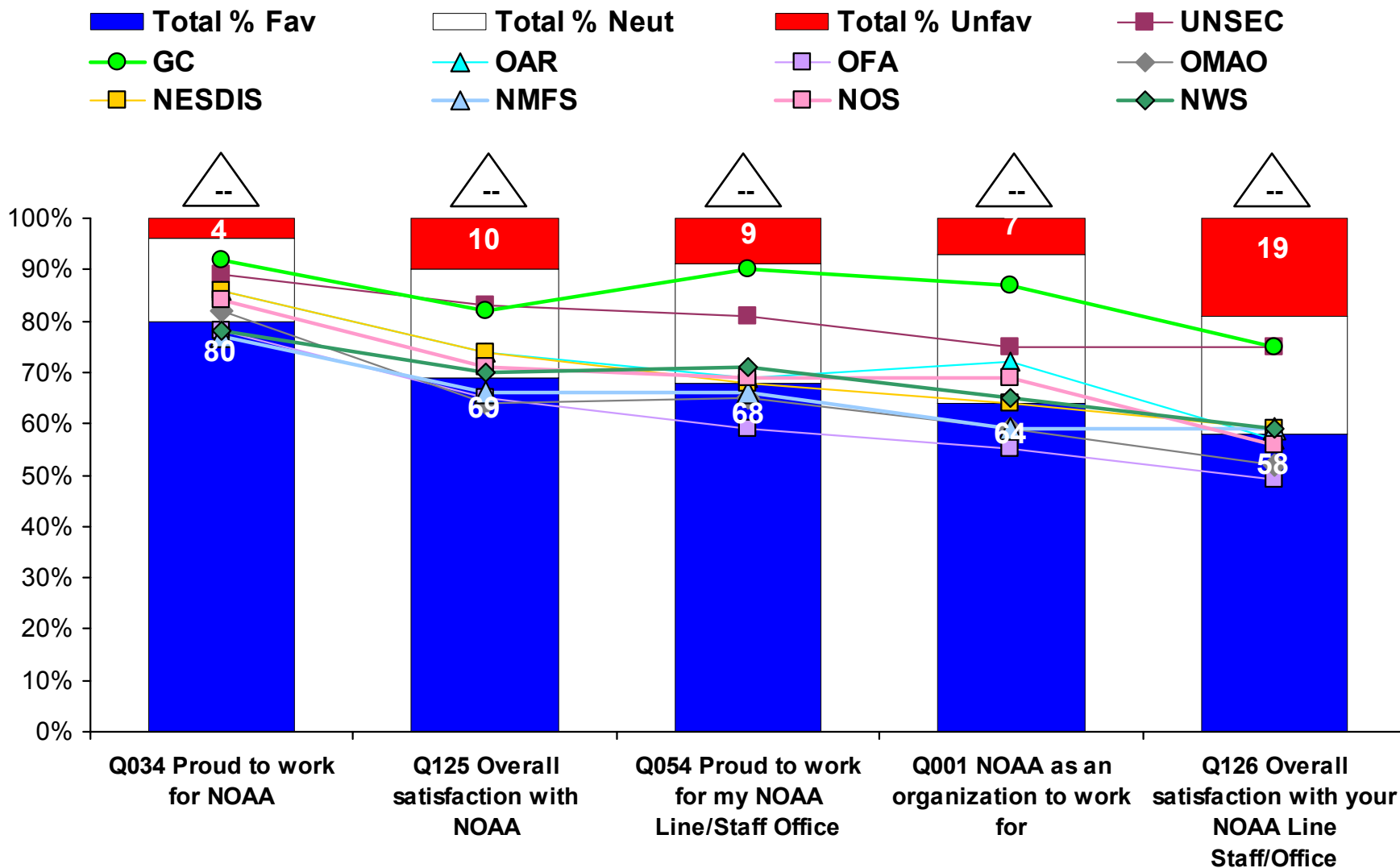
VII. Equity

- A. Fairness and Treatment of Others
- B. EEO

VIII. Additional Experiences

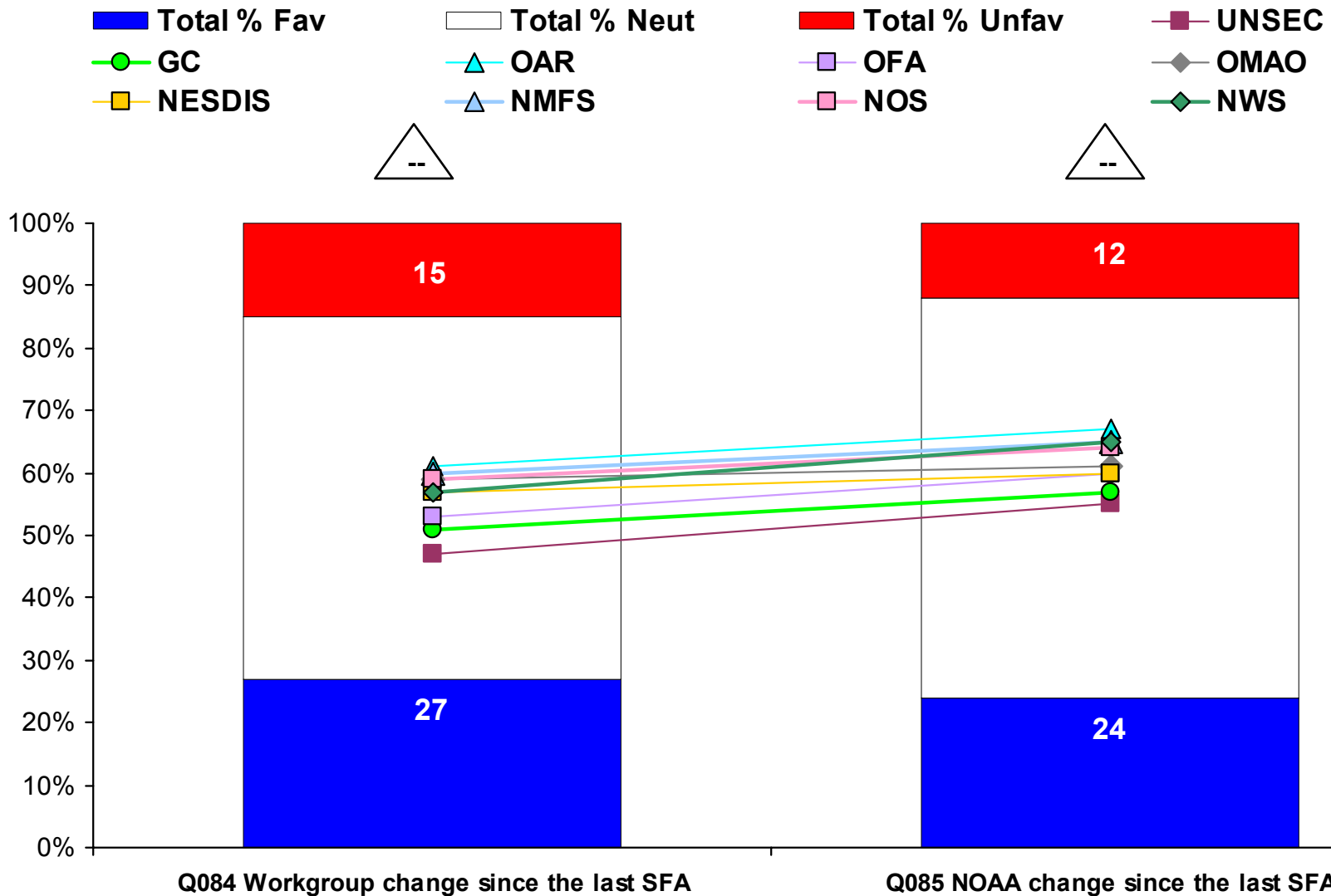
Overall Satisfaction

Ranked by % Favorable



Overall Satisfaction

Ranked by % About the Same



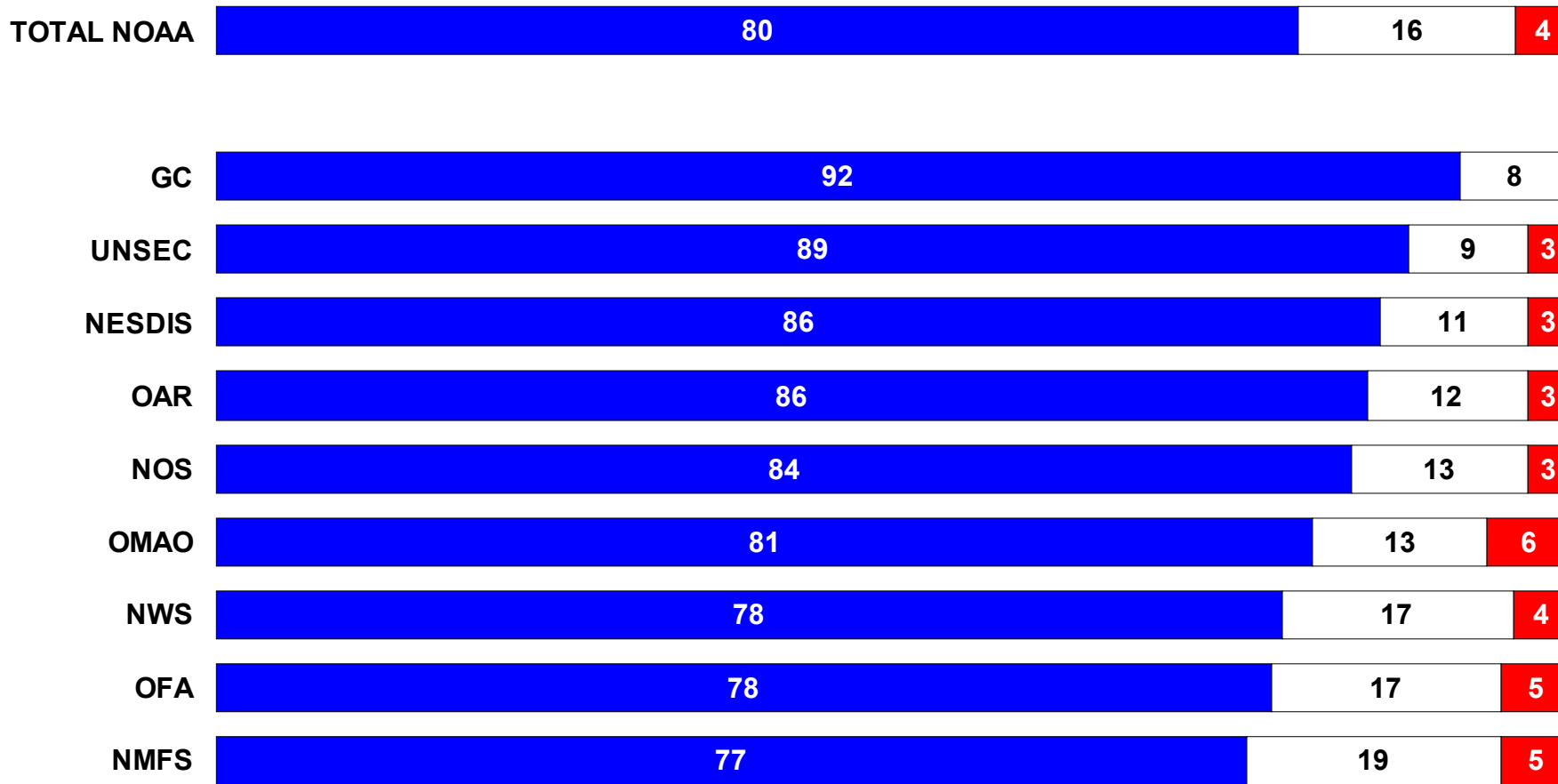
Overall Satisfaction

Q.34 Agree or Disagree: I feel proud to work for NOAA.

■ % Favorable

□ % Neutral

■ % Unfavorable



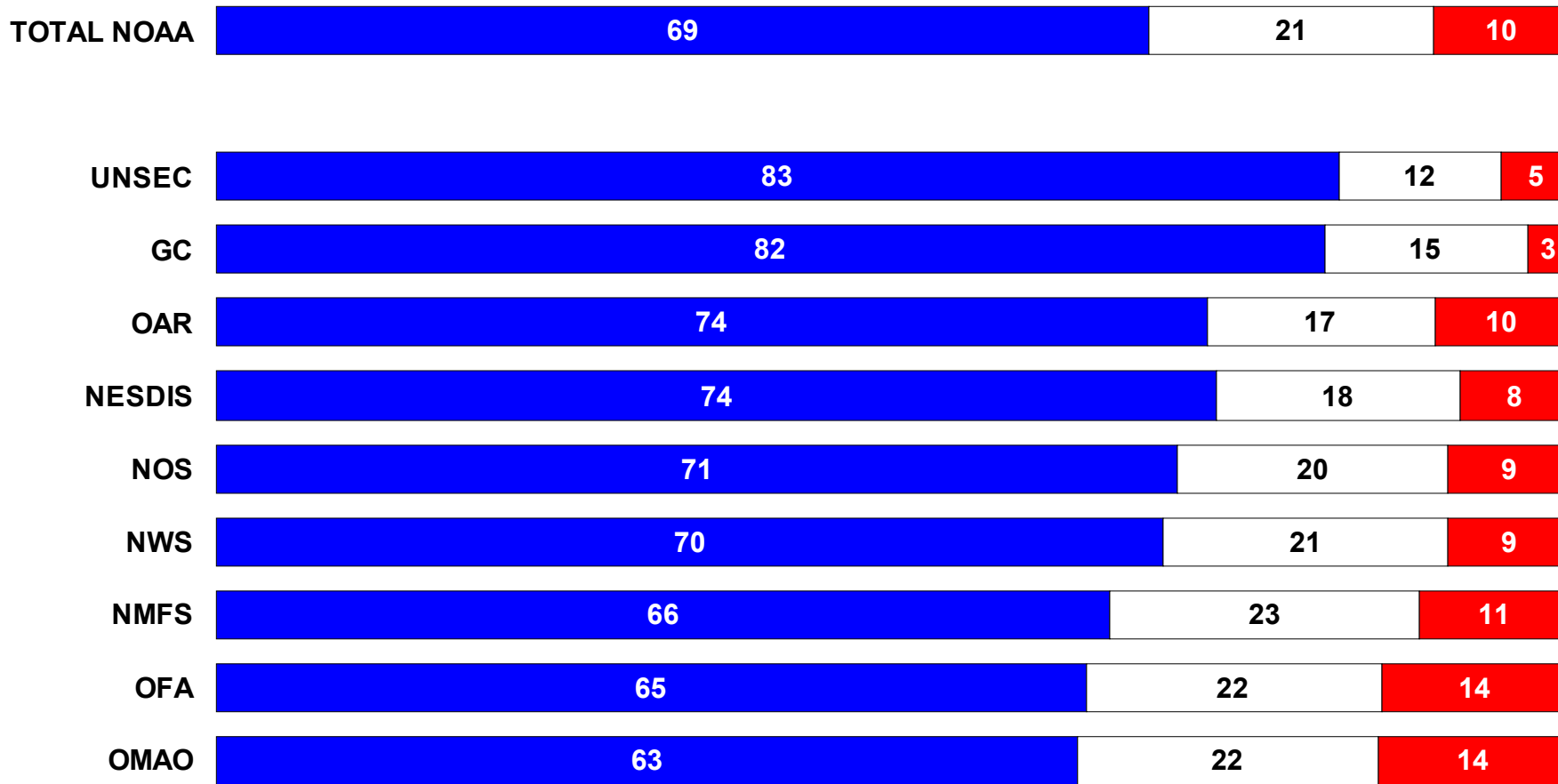
Overall Satisfaction

Q.125 Considering everything, how would you rate your overall satisfaction with NOAA at the present time?

■ % Favorable

□ % Neutral

■ % Unfavorable



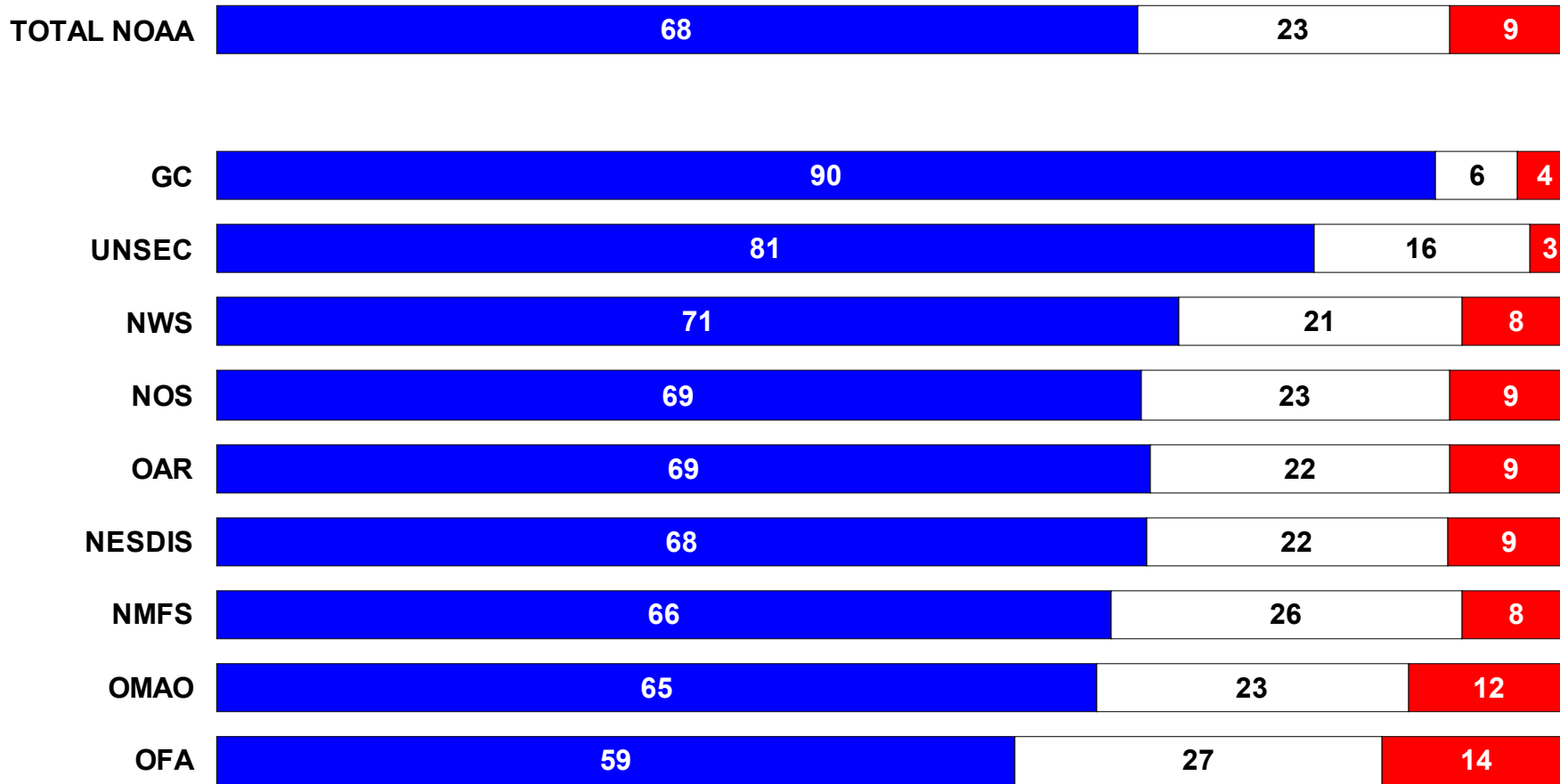
Overall Satisfaction

Q.54 Agree or Disagree: I feel proud to work for my NOAA Line/Staff Office.

■ % Favorable

□ % Neutral

■ % Unfavorable



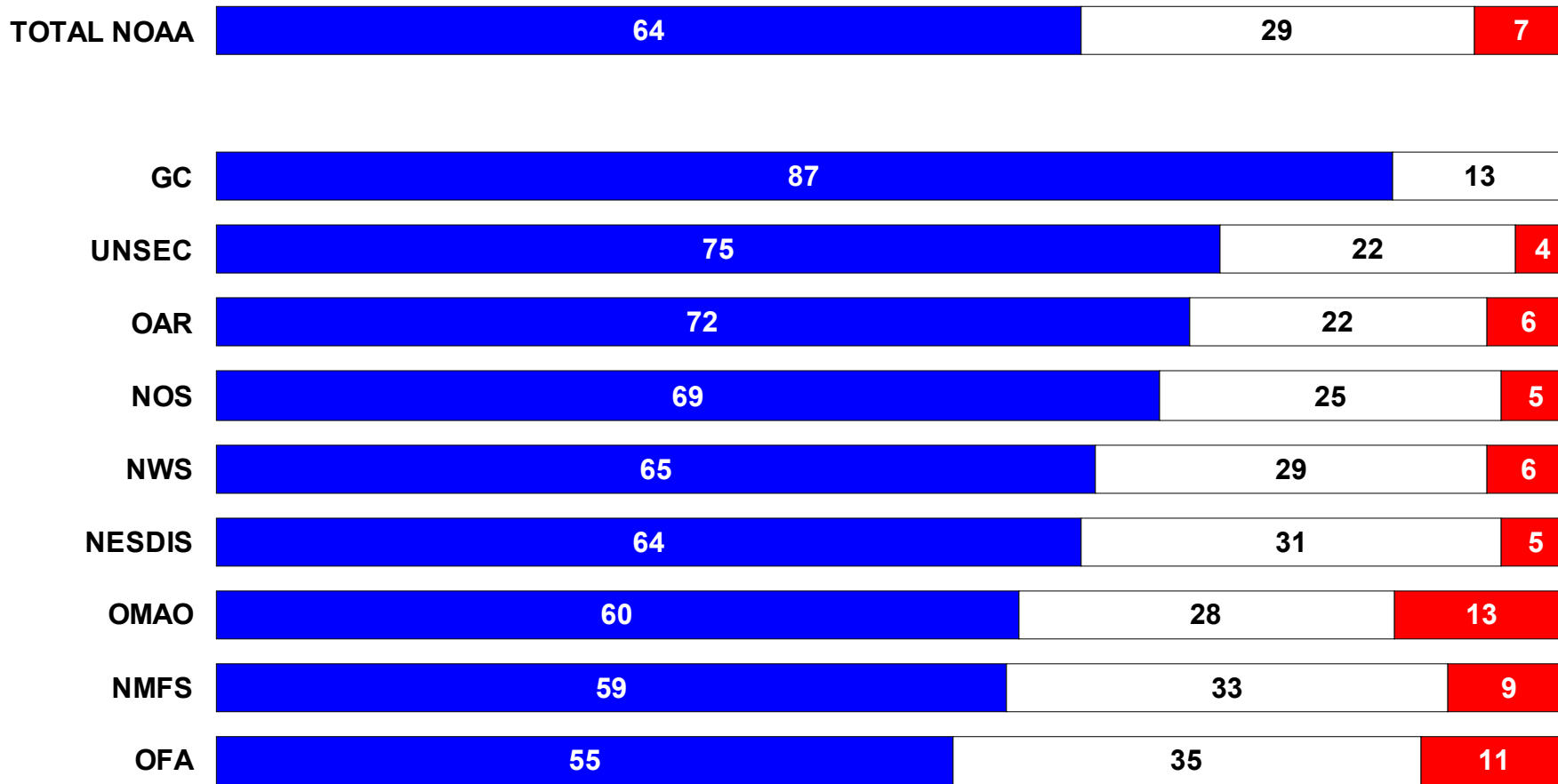
Overall Satisfaction

Q.1 Overall, how would you rate NOAA as an organization to work for, compared with other organizations you know about?

■ % Favorable

□ % Neutral

■ % Unfavorable



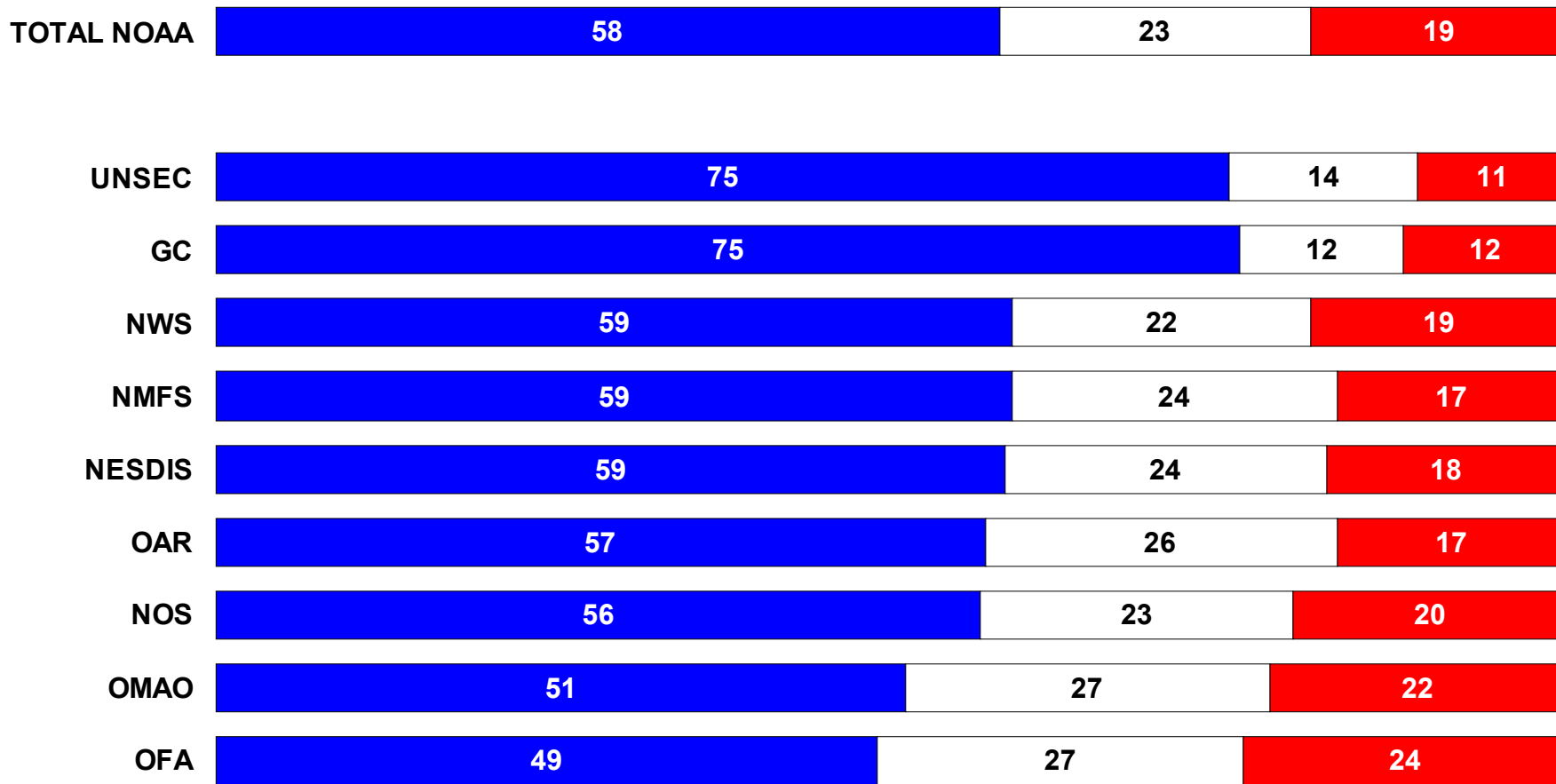
Overall Satisfaction

Q.126 Considering everything, how would you rate your overall satisfaction with your NOAA Line/Staff Office at the present time?

■ % Favorable

□ % Neutral

■ % Unfavorable



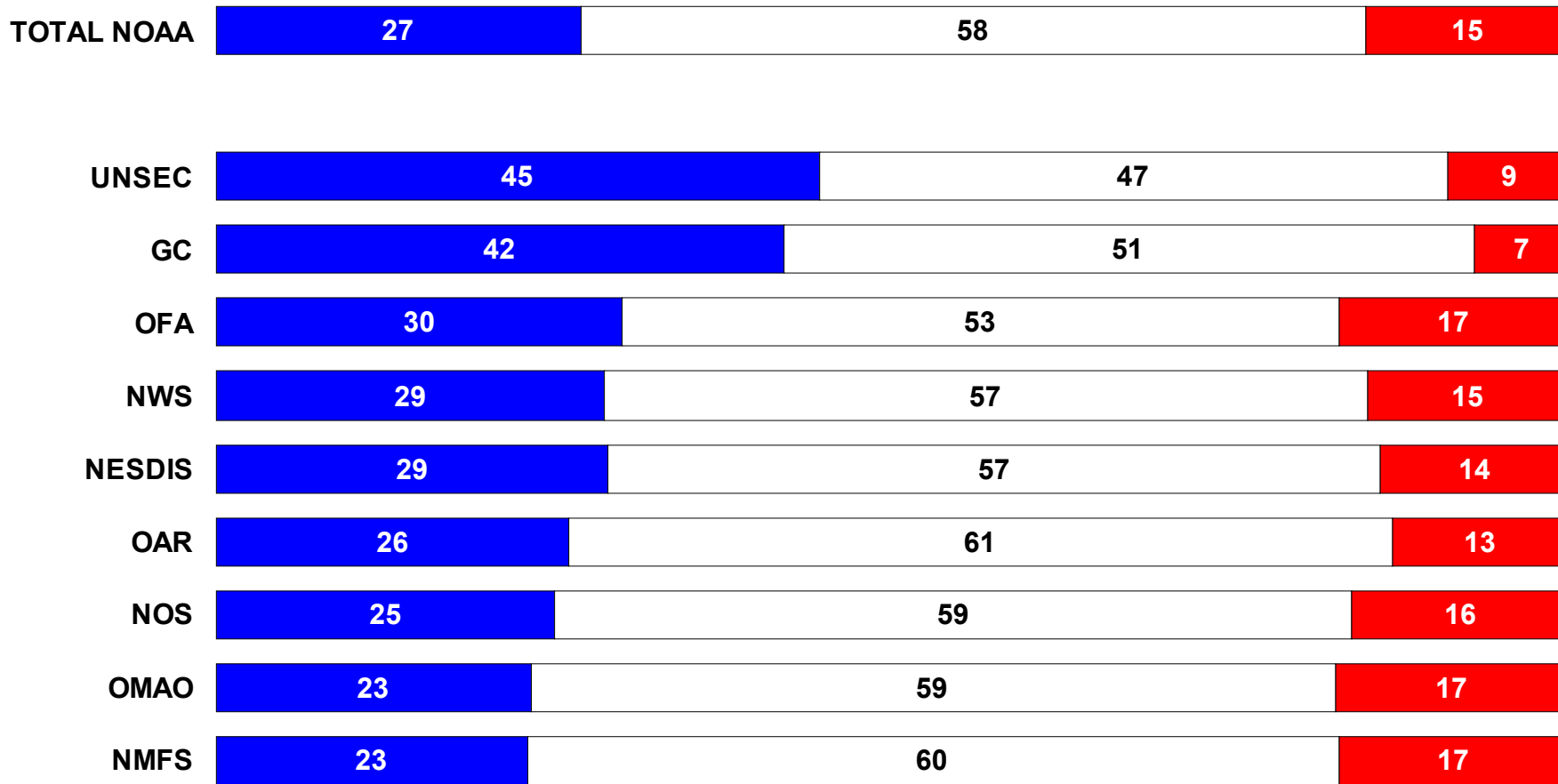
Overall Satisfaction

Q.84 To what extent have things changed (for example, communications, awards, recognition, trust, morale, etc.) in your workgroup?

■ % Favorable

□ % Neutral

■ % Unfavorable



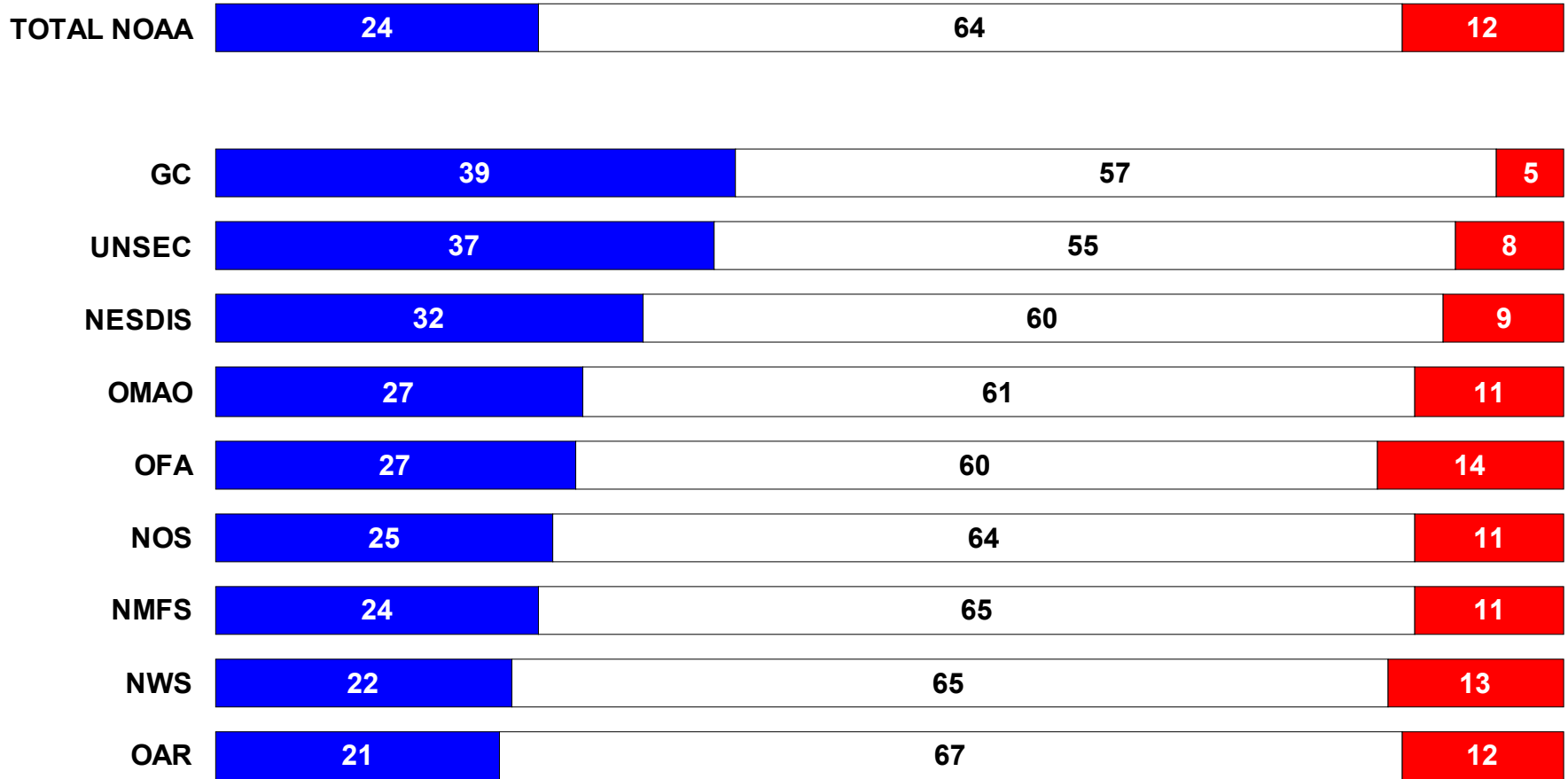
Overall Satisfaction

Q.85 To what extent have things changed (for example, communications, awards, recognition, trust, morale, etc.) in NOAA overall?

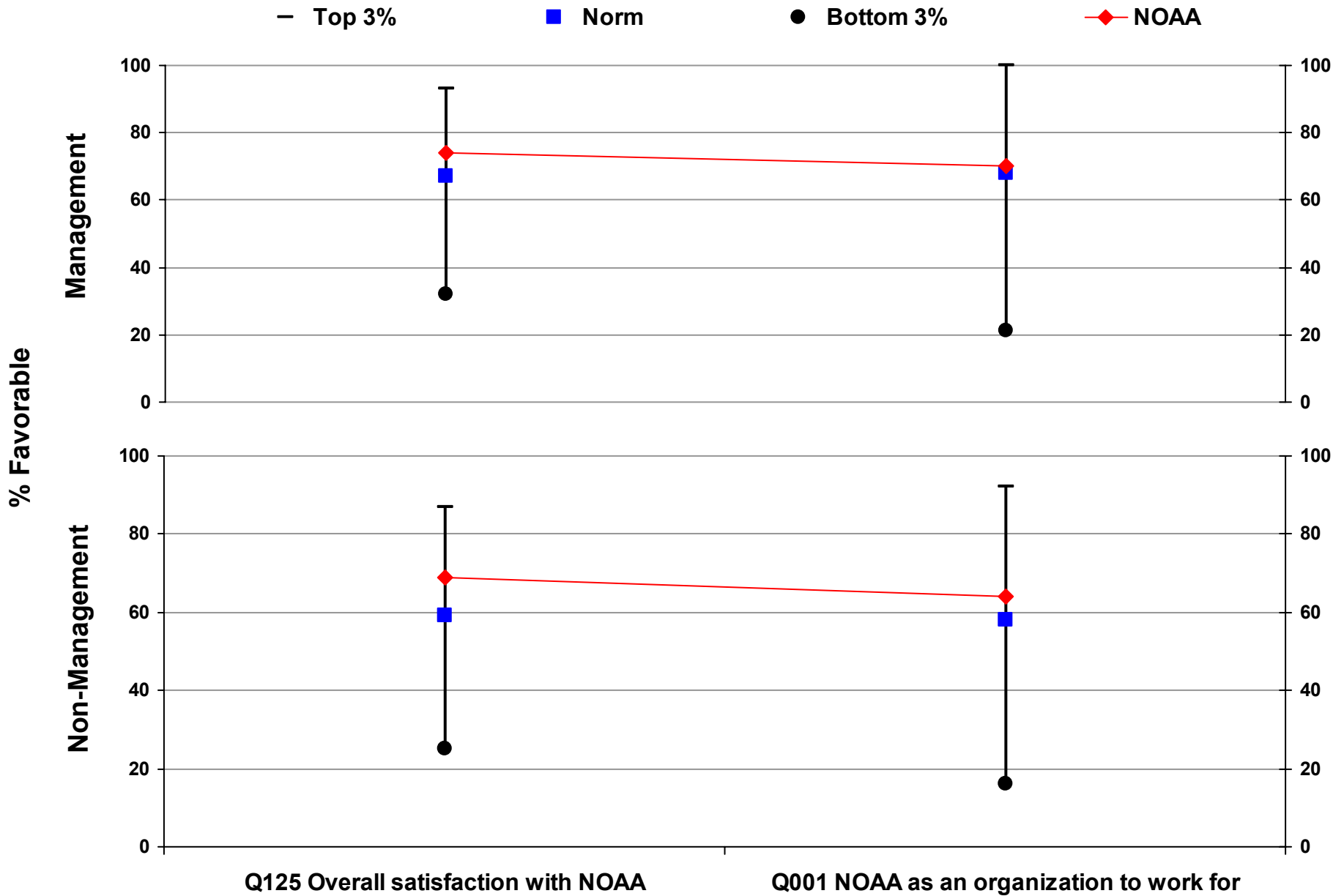
■ % Favorable

□ % Neutral

■ % Unfavorable

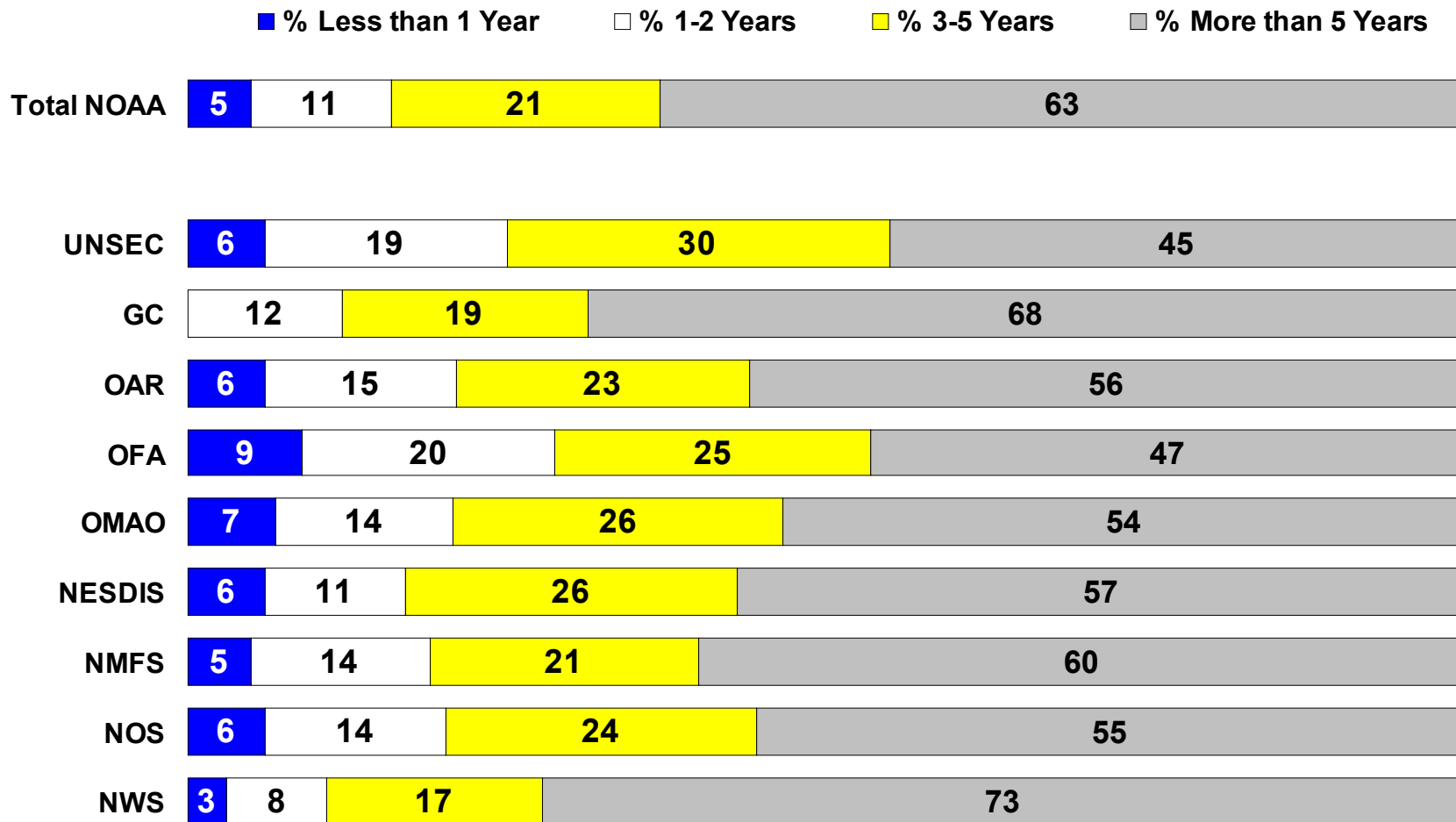


Overall Satisfaction - Normative Comparison



Attrition Potential

Q.127 How long do you expect to continue working for NOAA?



Attrition Potential

Q.128 Please indicate which one of these factors would probably be the most important in your decision to leave.

- % Personal
- % Location
- % Job Itself
- % Mgmt
- % Obstacles
- % Pay
- % Advancement
- % Lack of recognition
- % Workload
- % Concern about layoff
- % Lack of equal treatment
- % Other

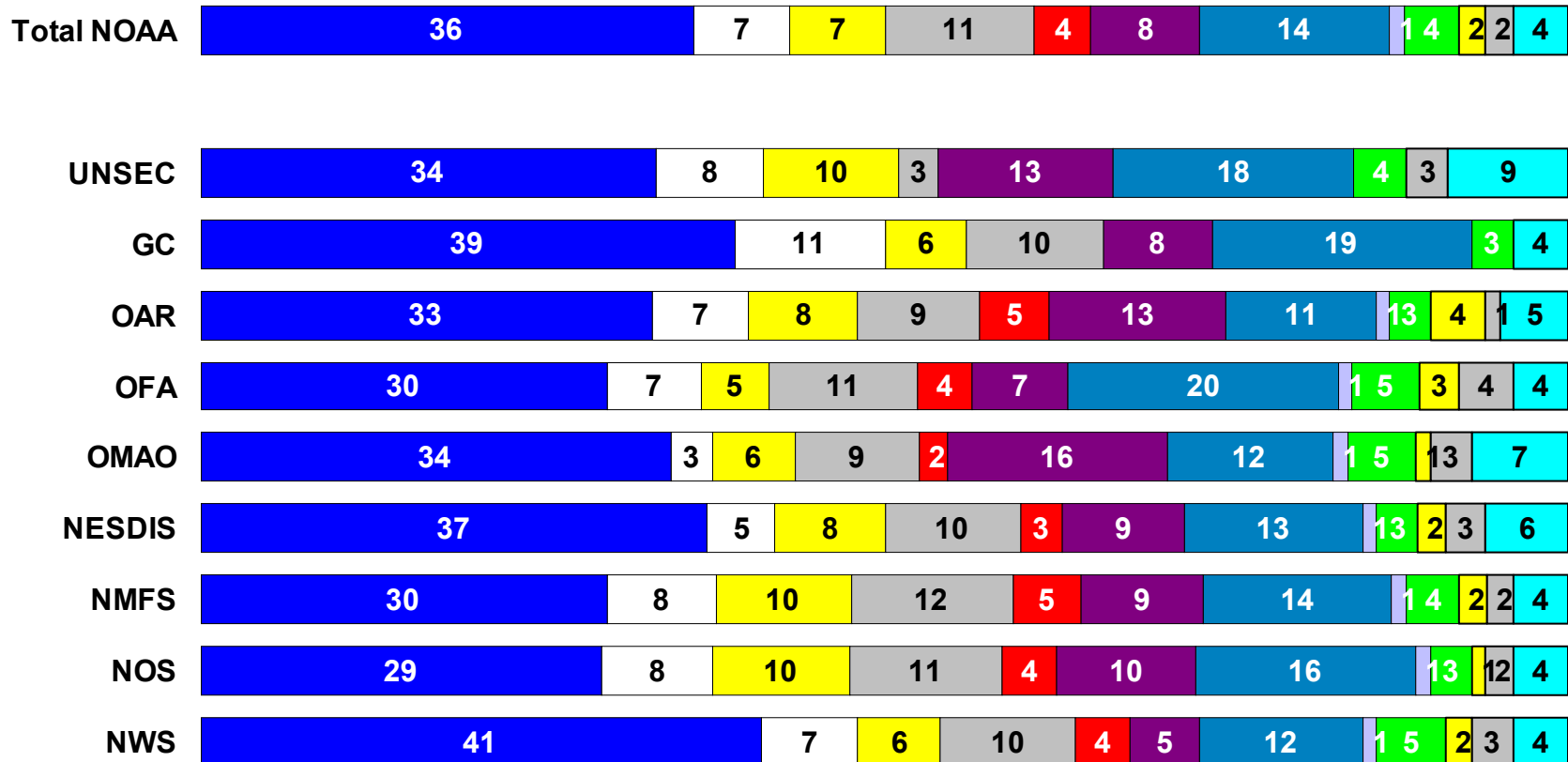


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D. Training/Development

E. Innovation

F. Organizational measures

G. Use of Resources

H. Work Environment

VI. Rewards and Recognition

VII. Equity

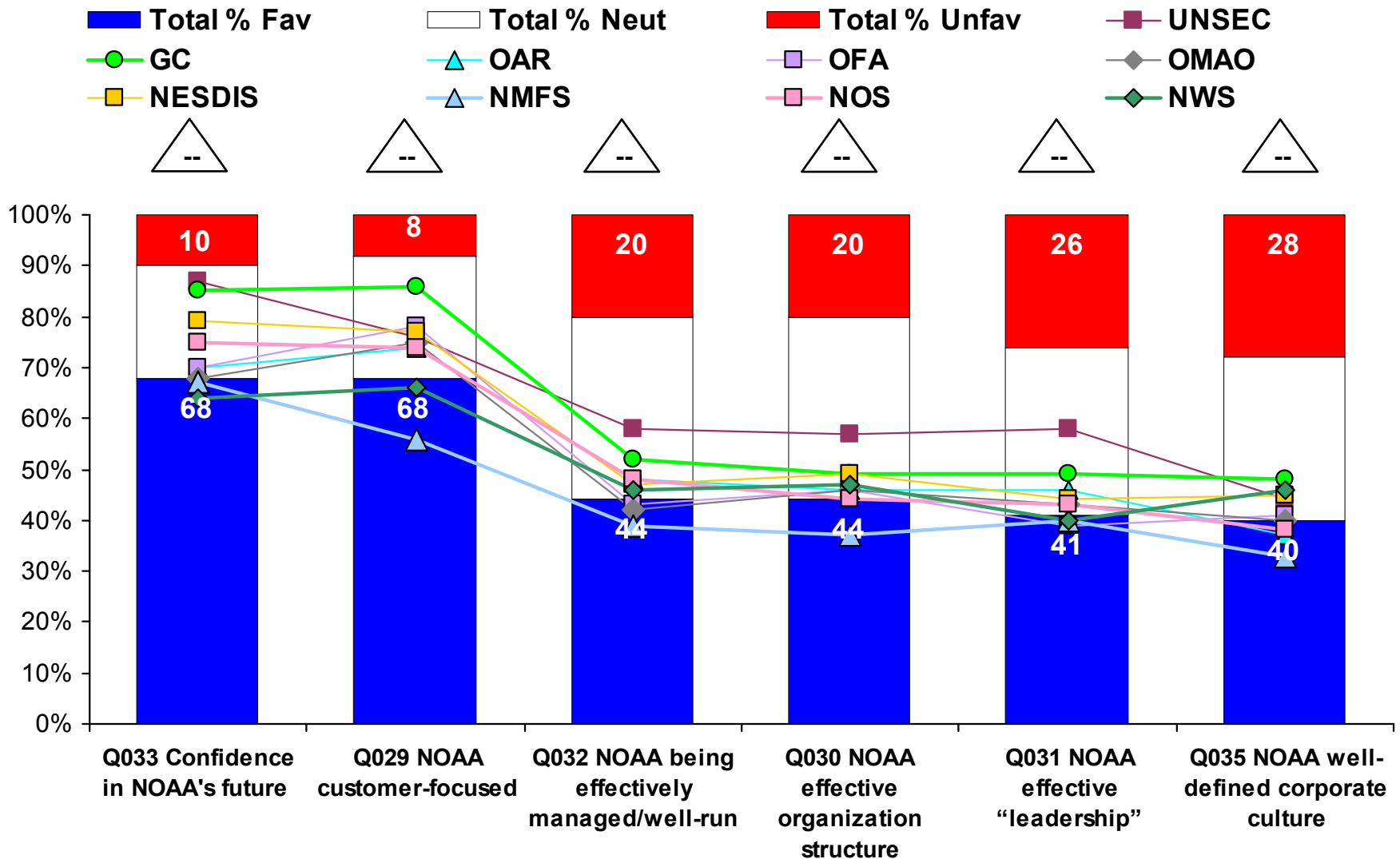
A. Fairness and Treatment of Others

B. EEO

VIII. Additional Experiences

Leadership: NOAA Overall

Ranked by % Favorable



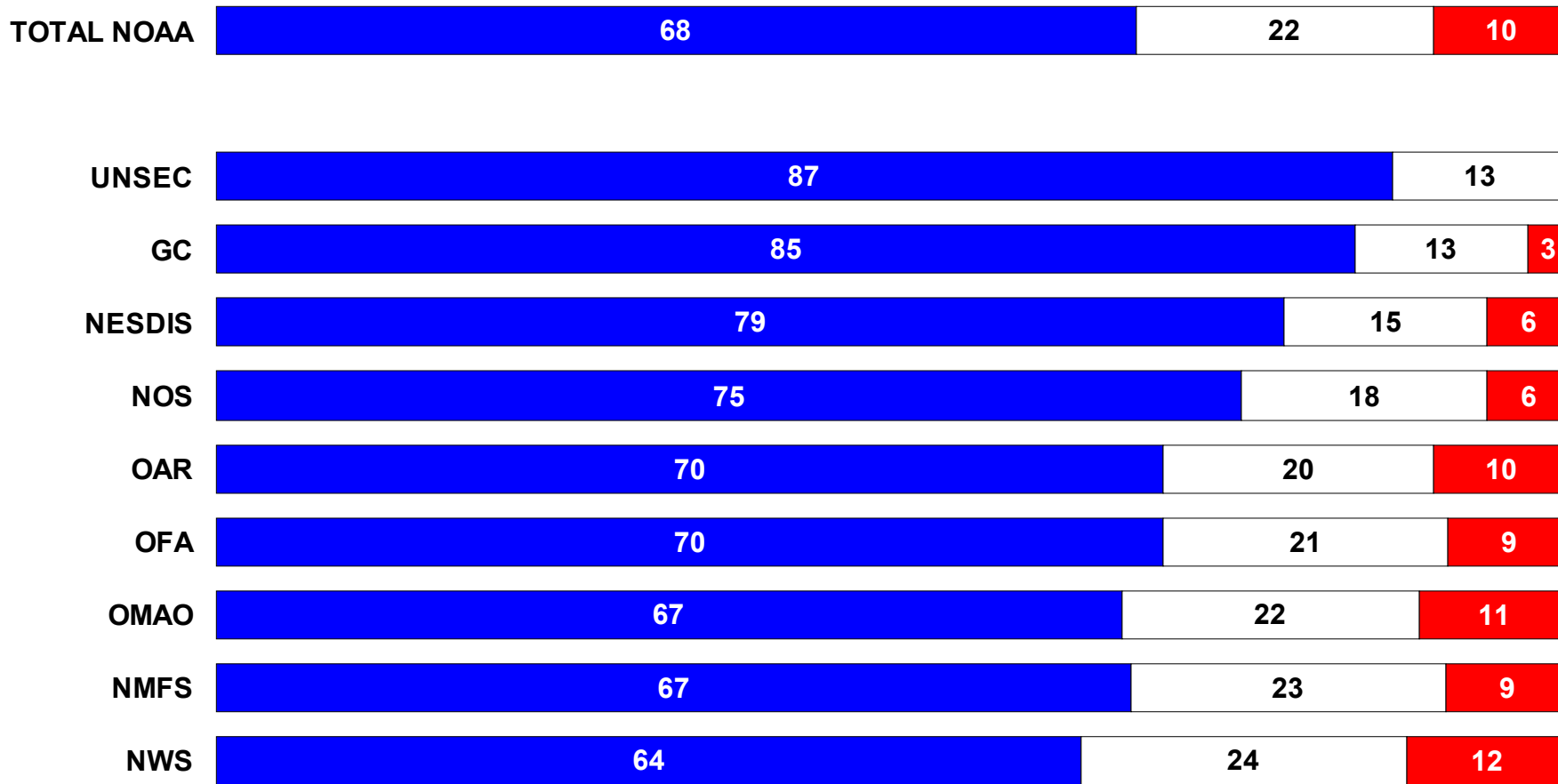
Leadership: NOAA Overall

Q.33 Agree or Disagree: I have confidence in the future of NOAA.

■ % Favorable

□ % Neutral

■ % Unfavorable



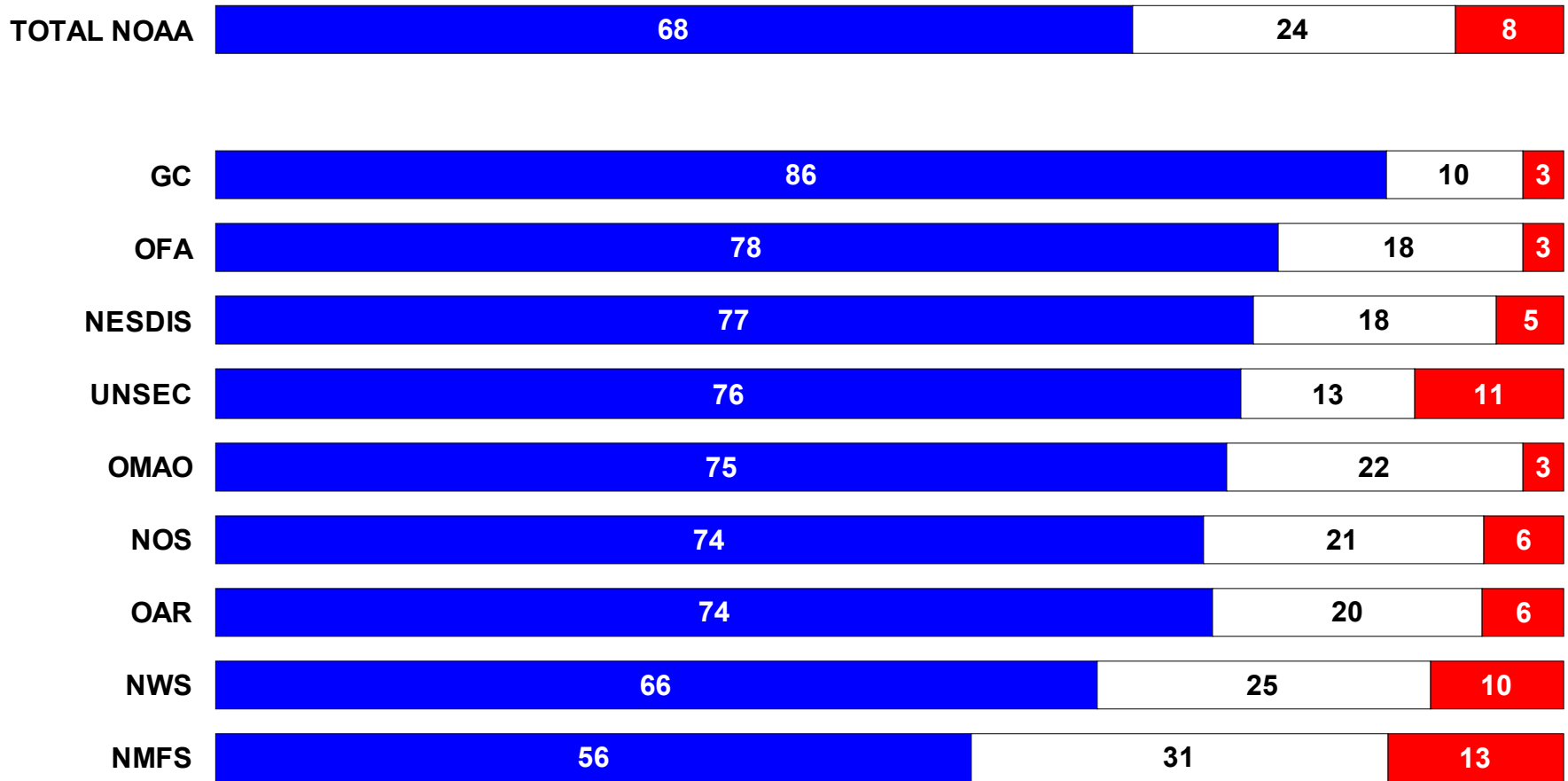
Leadership: NOAA Overall

Q.29 How would you rate the performance of NOAA on being customer-focused (seeking to understand and meet customers' needs)?

■ % Favorable

□ % Neutral

■ % Unfavorable



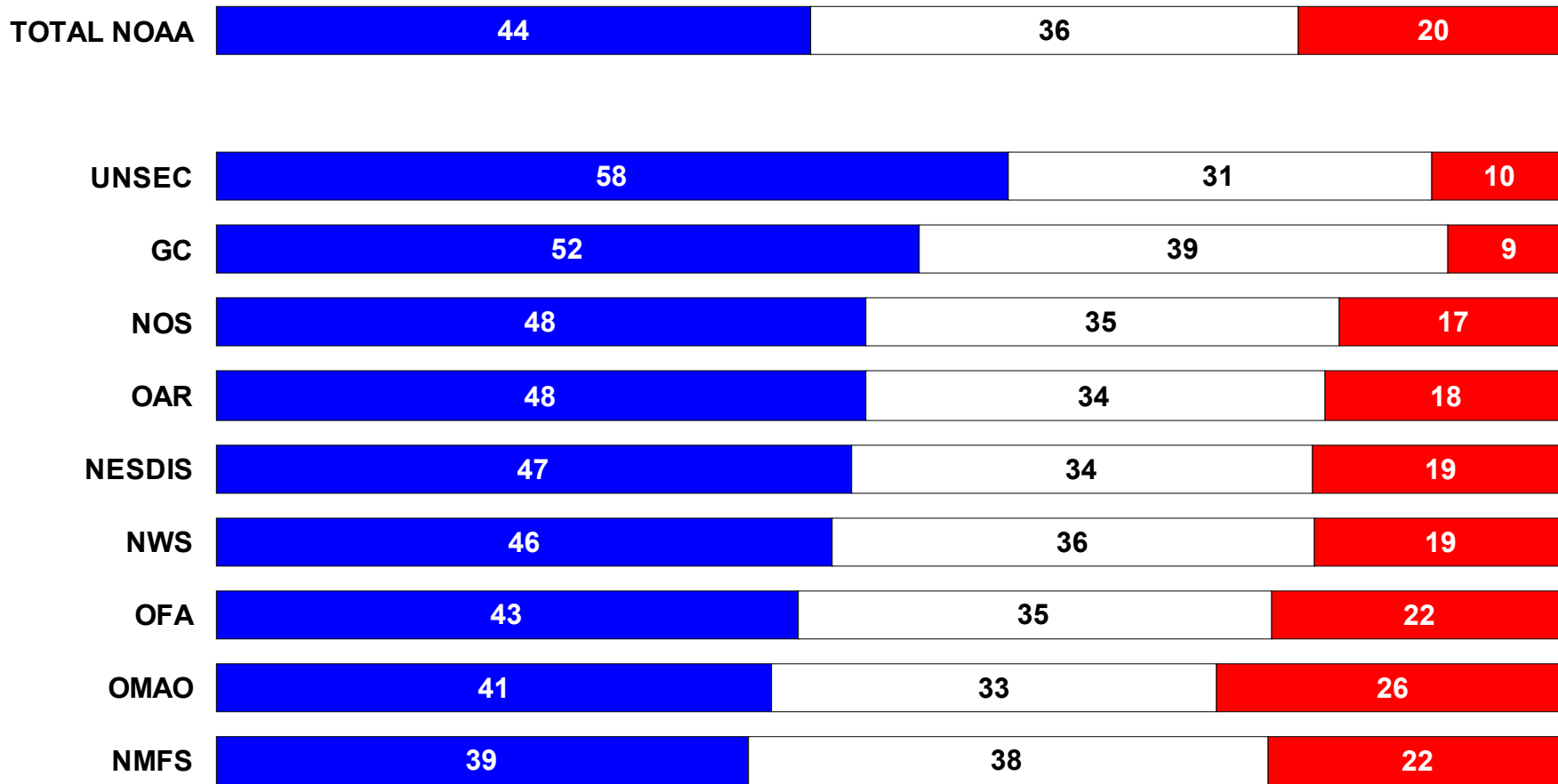
Leadership: NOAA Overall

Q.32 How would you rate the performance of NOAA on all in all, being an effectively managed and well-run organization?

■ % Favorable

□ % Neutral

■ % Unfavorable



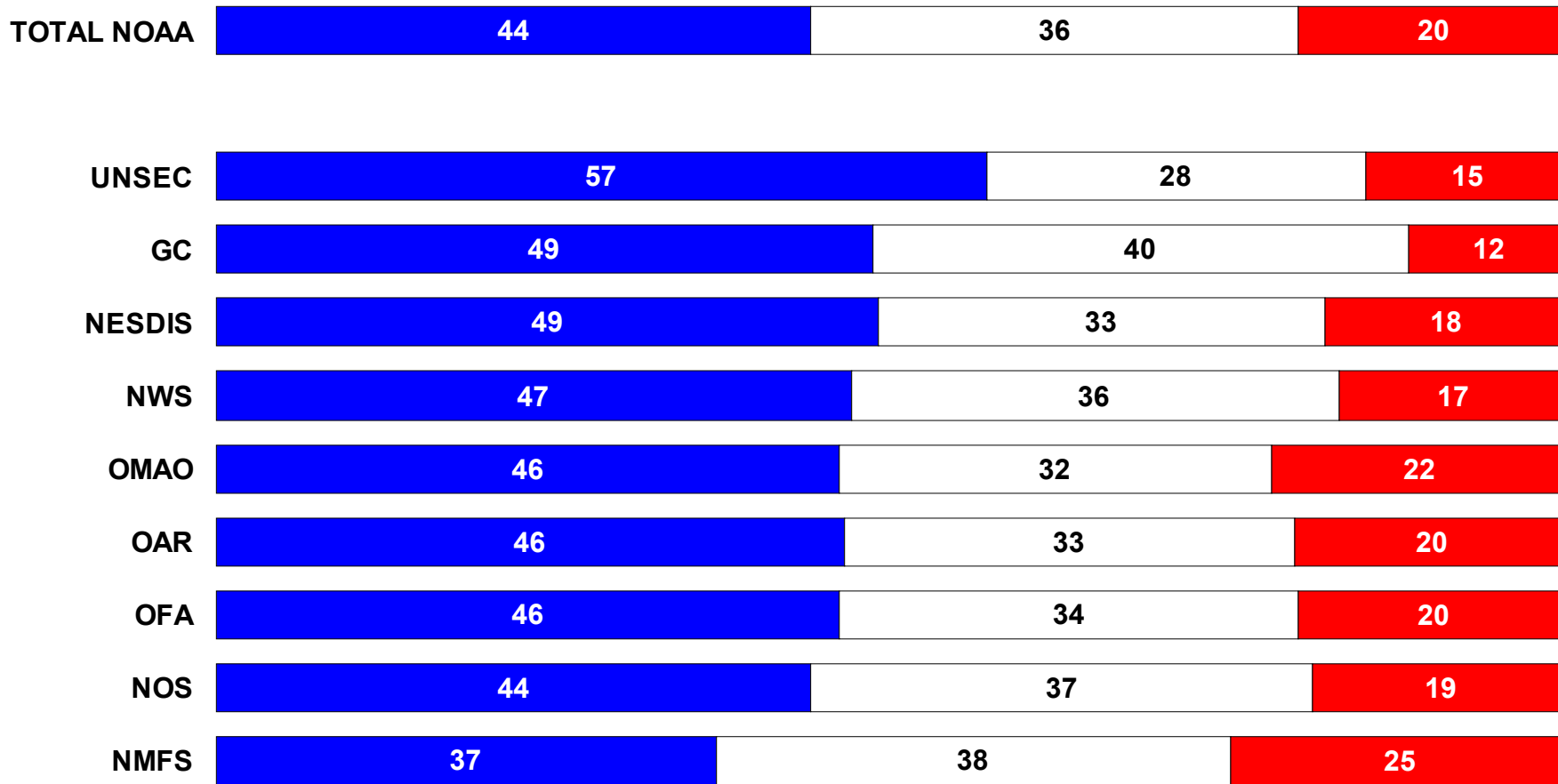
Leadership: NOAA Overall

Q.30 How would you rate the performance of NOAA on having an effective organization structure?

■ % Favorable

□ % Neutral

■ % Unfavorable



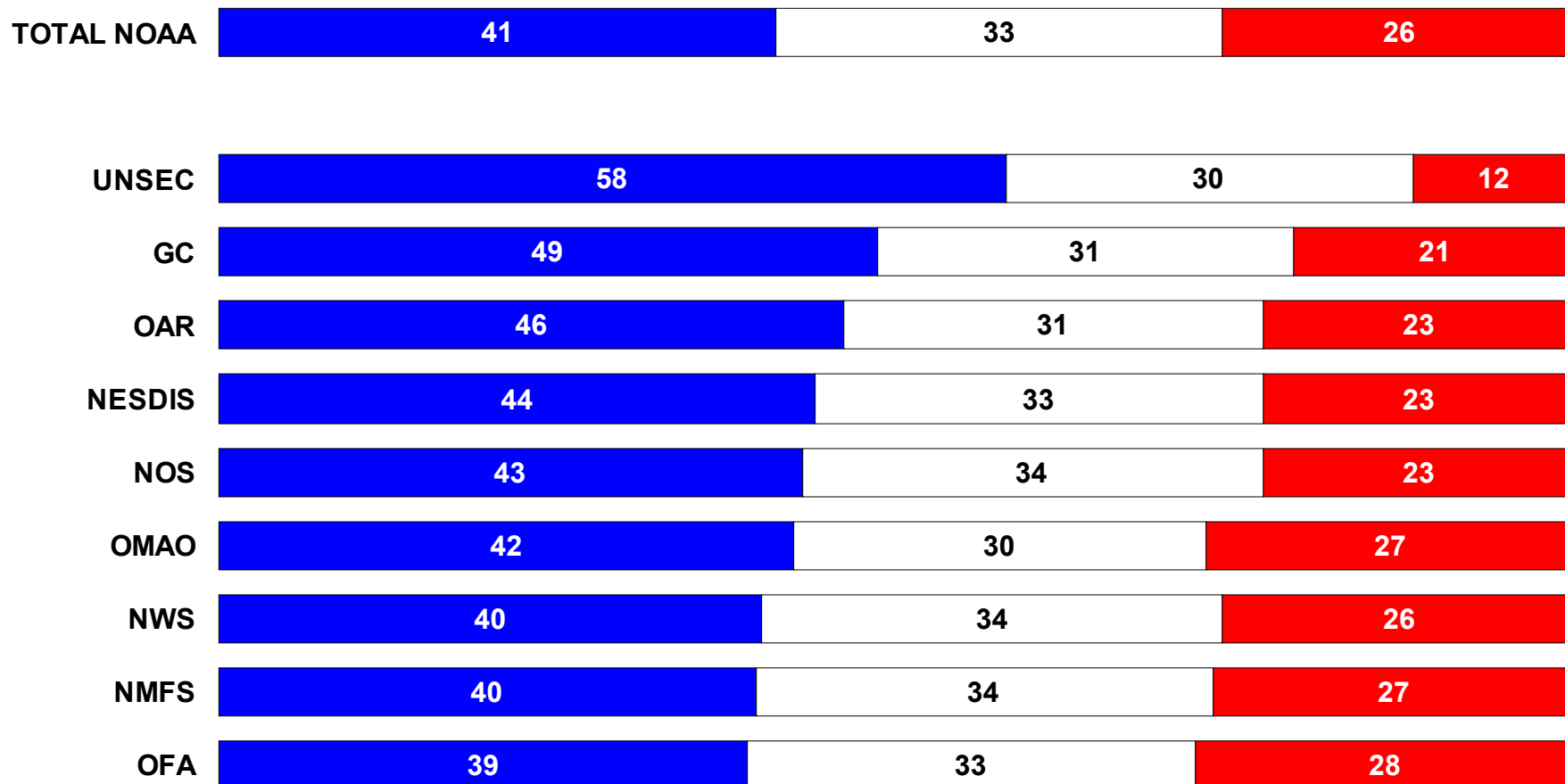
Leadership: NOAA Overall

Q.31 How would you rate the performance of NOAA on having effective 'leadership' (knows what it wants to do, instills confidence in employees, stimulates employees to do the best they can)?

■ % Favorable

□ % Neutral

■ % Unfavorable



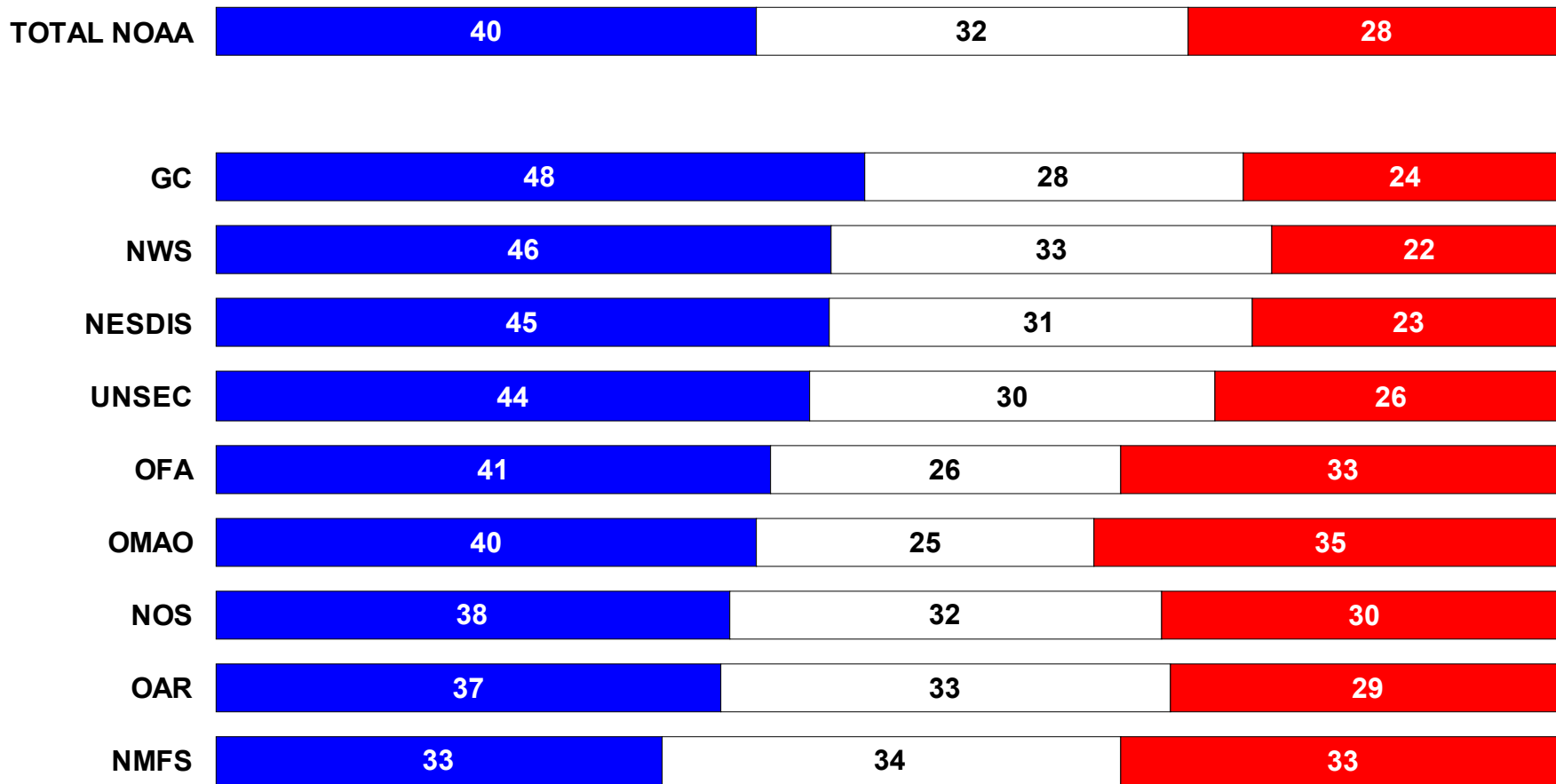
Leadership: NOAA Overall

Q.35 Agree or Disagree: NOAA has a well-defined corporate culture (a clear set of values, a clear style of management, etc.).

■ % Favorable

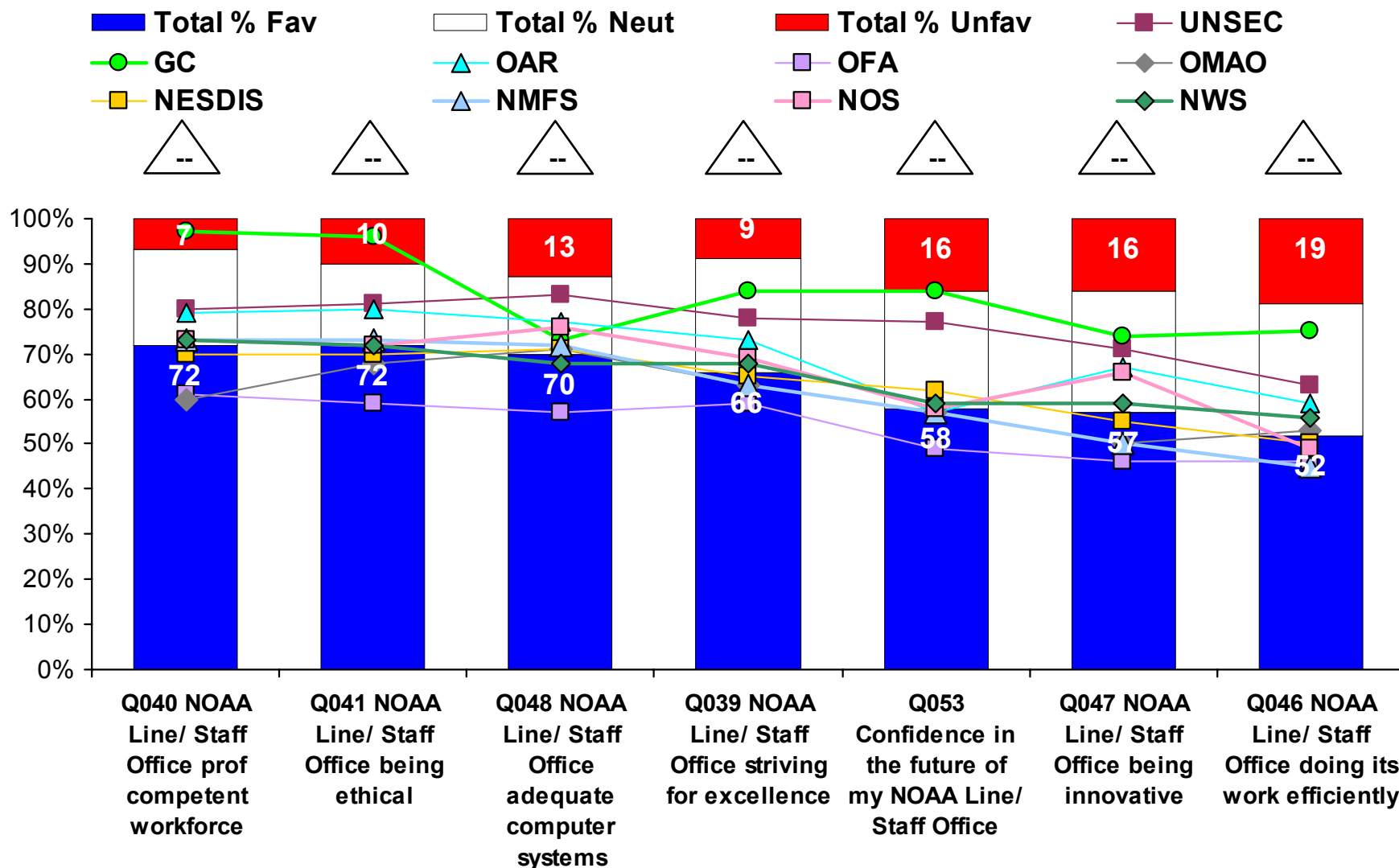
□ % Neutral

■ % Unfavorable



Leadership: NOAA Line/Staff Office

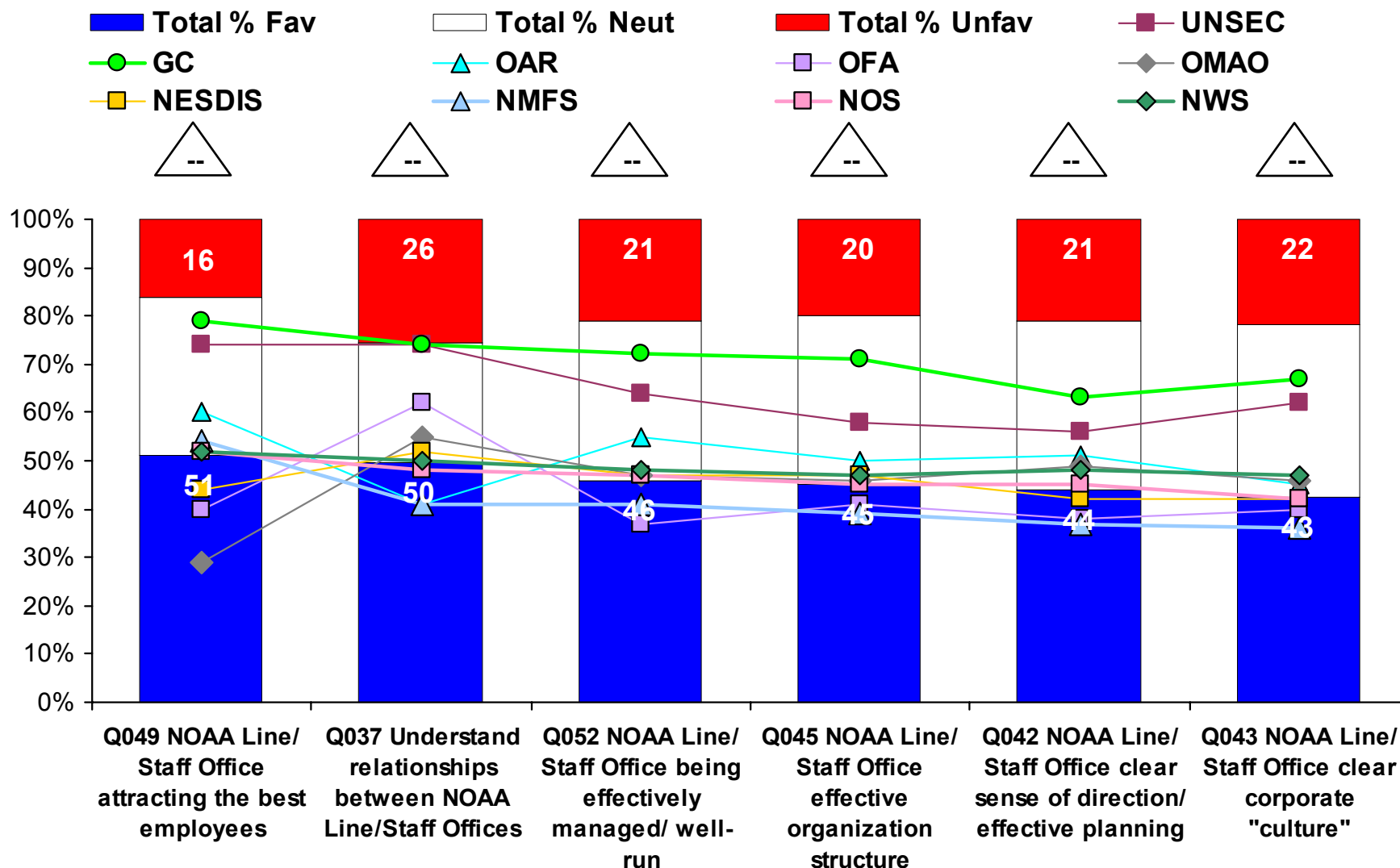
Ranked by % Favorable



(cont'd)

Leadership: NOAA Line/Staff Office (cont'd)

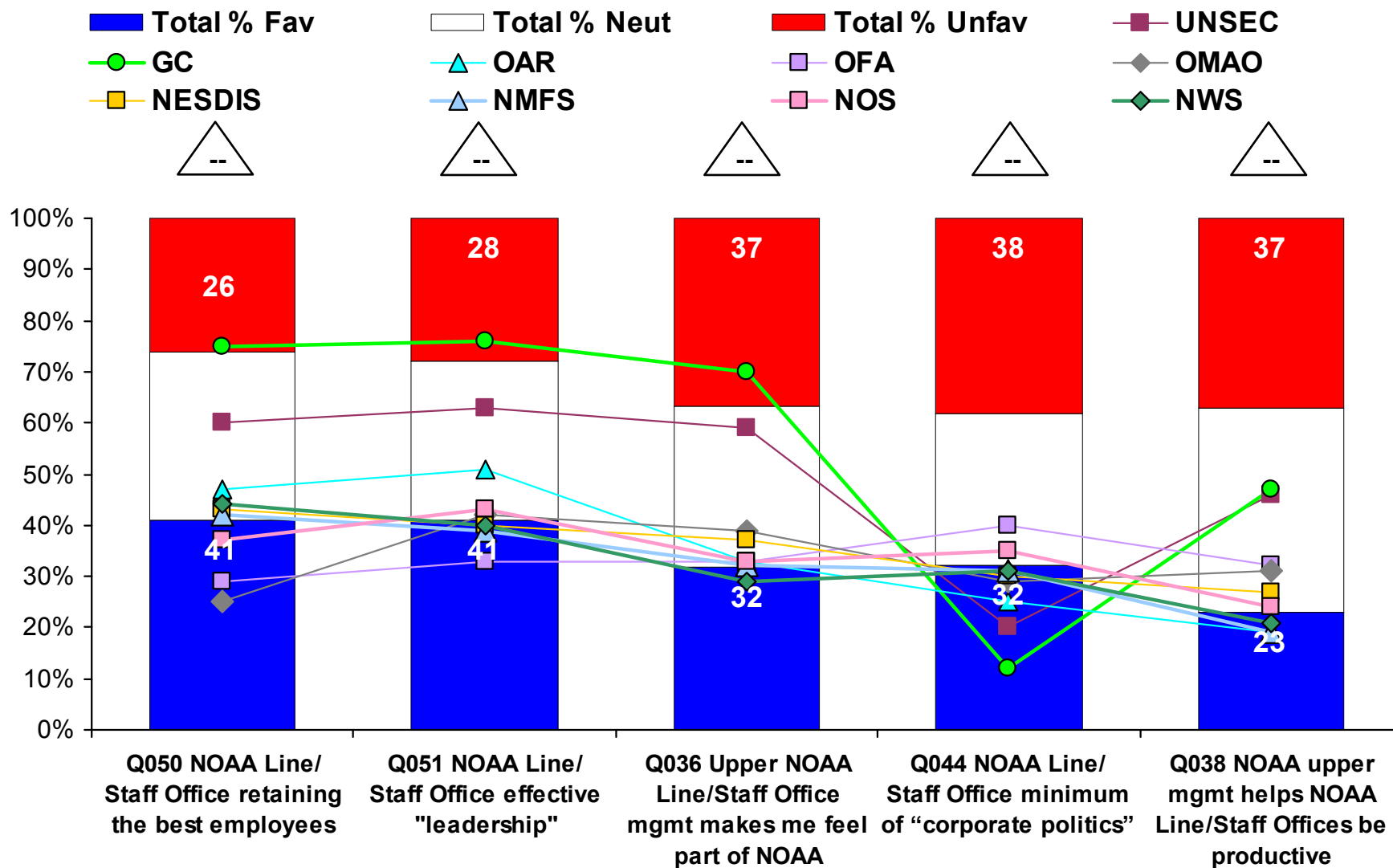
Ranked by % Favorable



(cont'd)

Leadership: NOAA Line/Staff Office (cont'd)

Ranked by % Favorable



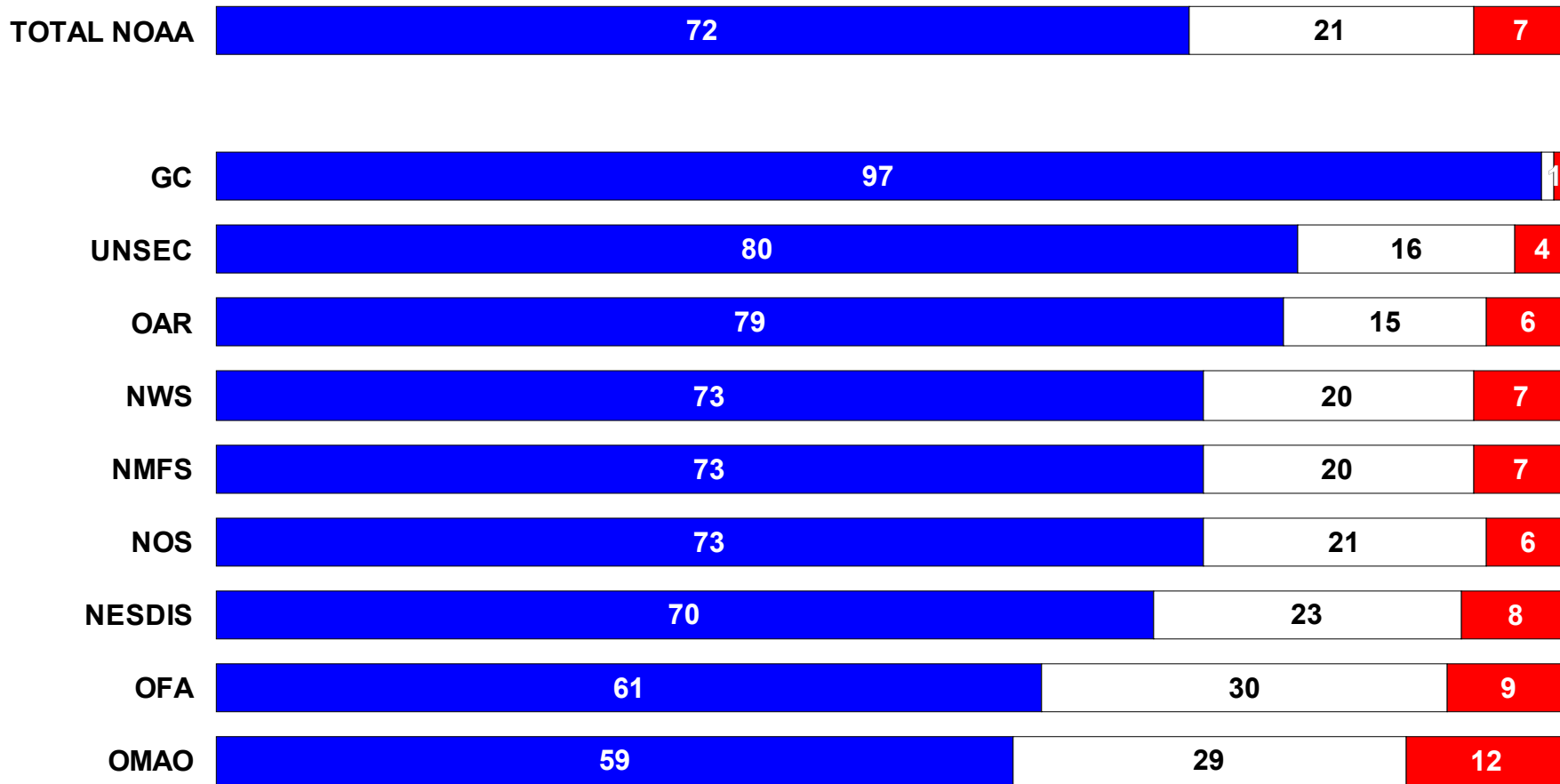
Leadership: NOAA Line/Staff Office

Q.40 How would you rate the performance of your NOAA Line/Staff Office on having a professionally competent workforce?

■ % Favorable

□ % Neutral

■ % Unfavorable



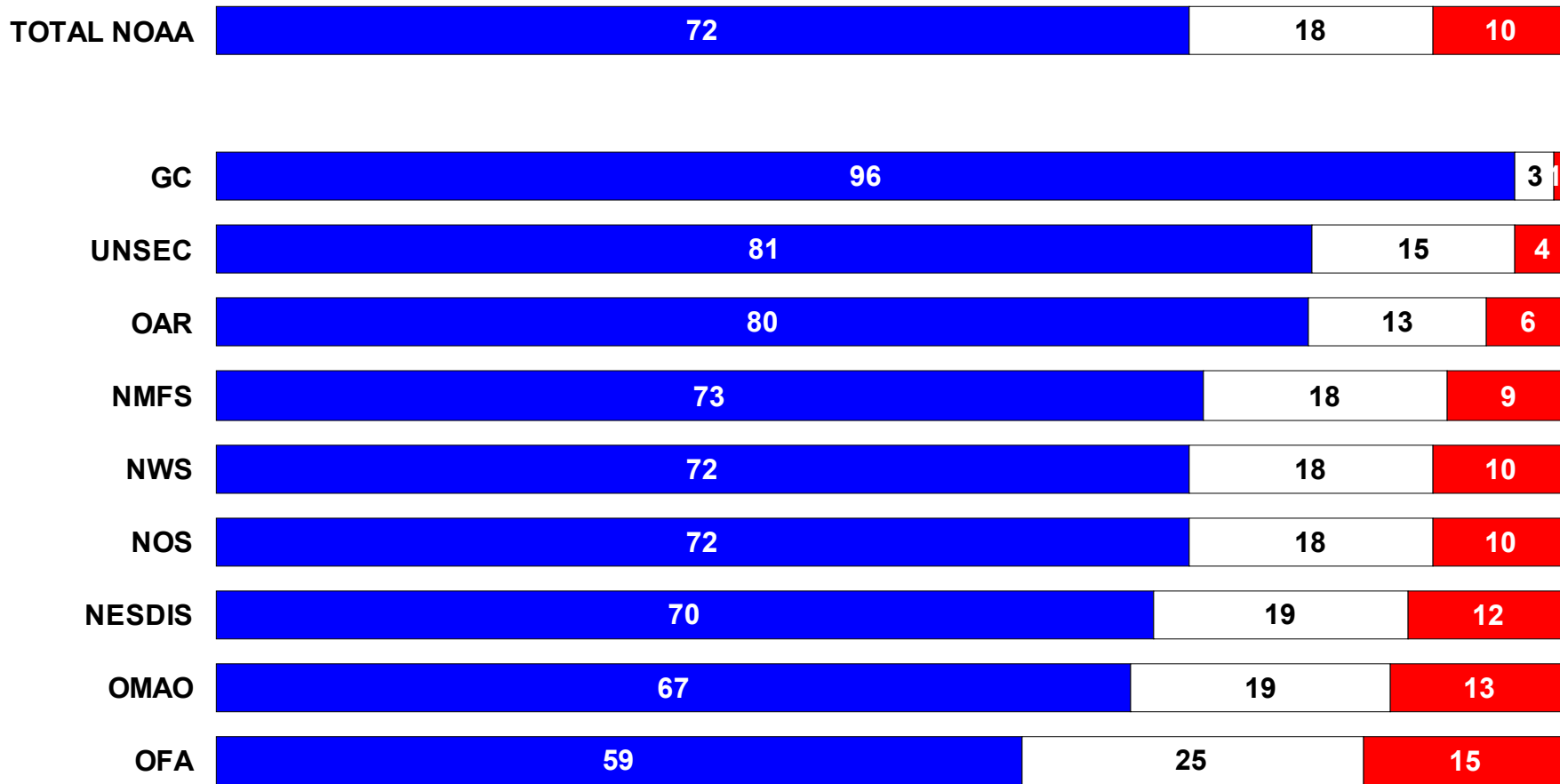
Leadership: NOAA Line/Staff Office

Q.41 How would you rate the performance of your NOAA Line/Staff Office on being ethical?

■ % Favorable

□ % Neutral

■ % Unfavorable



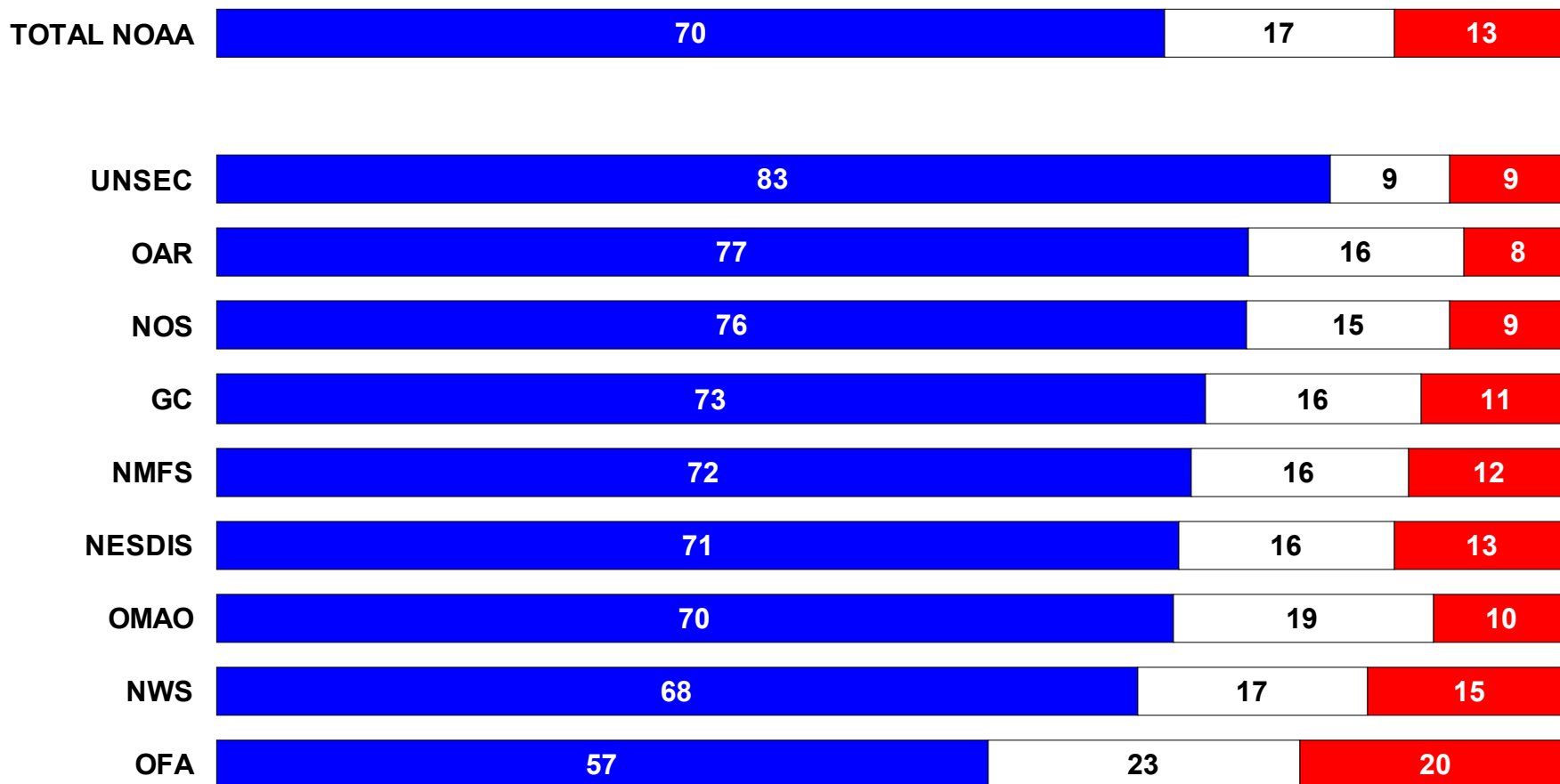
Leadership: NOAA Line/Staff Office

Q.48 How would you rate the performance of your NOAA Line/Staff Office on providing adequate computer systems (including work stations, machine time and software)?

■ % Favorable

□ % Neutral

■ % Unfavorable



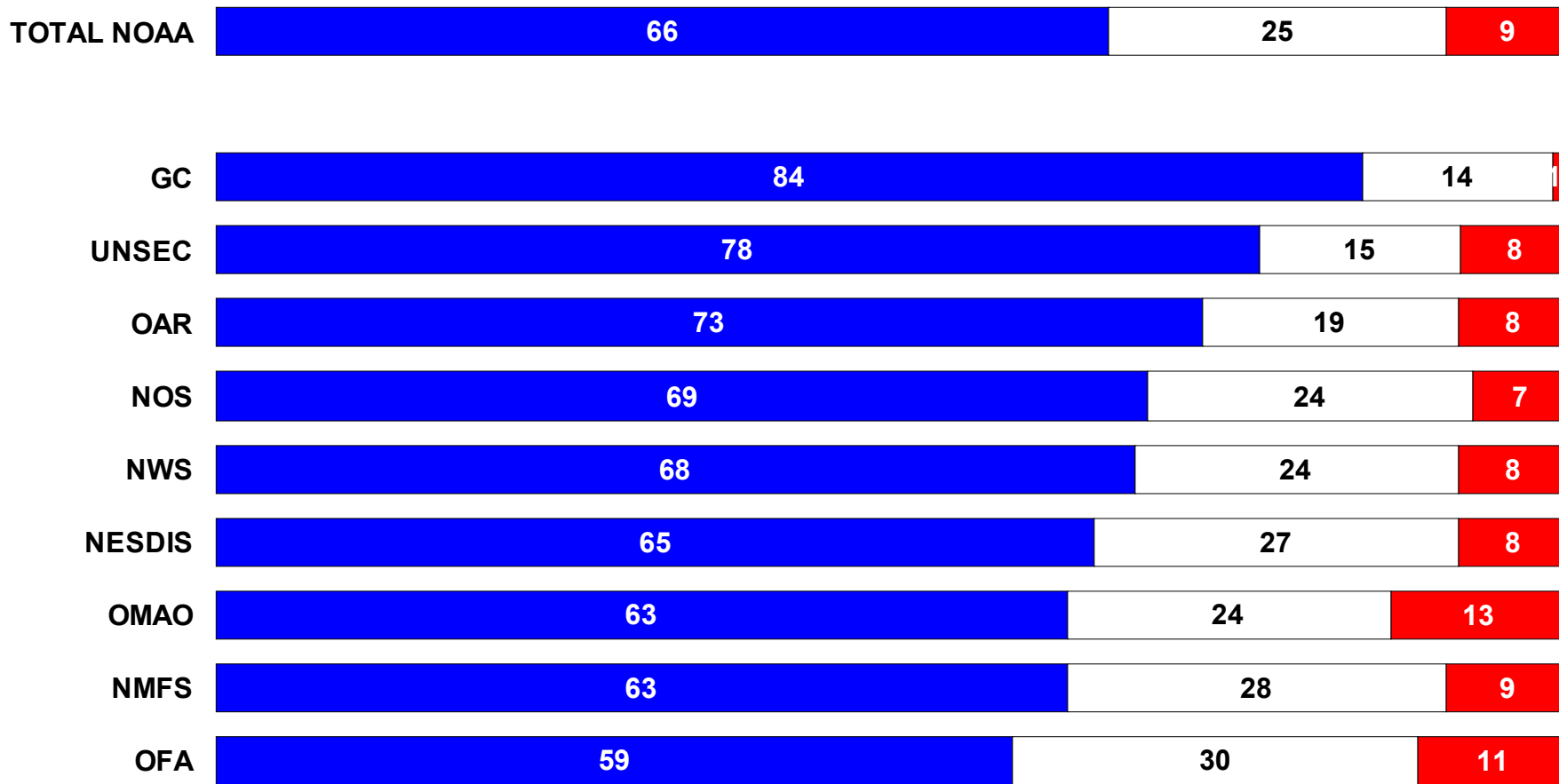
Leadership: NOAA Line/Staff Office

Q.39 How would you rate the performance of your NOAA Line/Staff Office on striving for excellence in all aspects of its business?

■ % Favorable

□ % Neutral

■ % Unfavorable



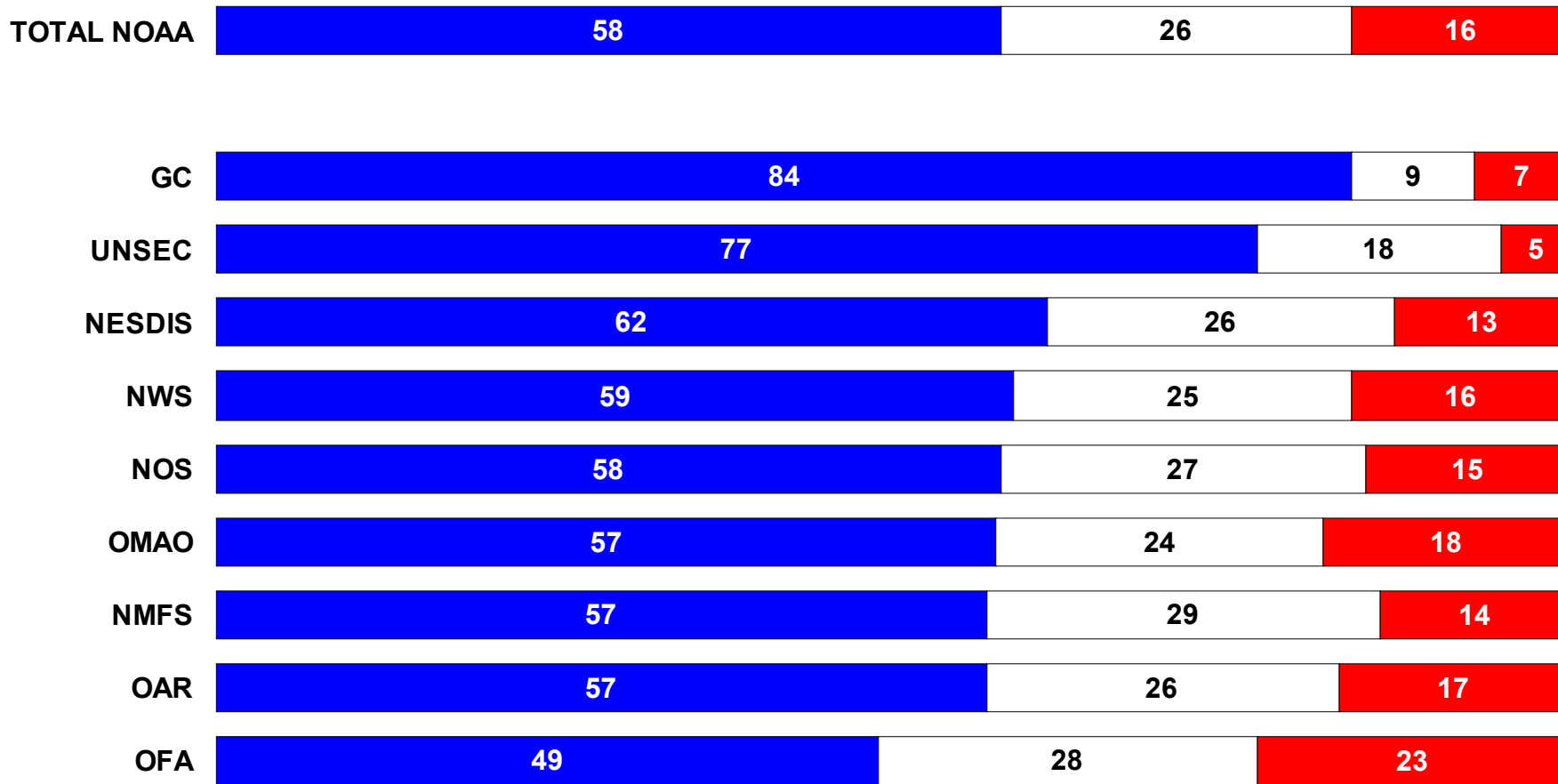
Leadership: NOAA Line/Staff Office

Q.53 Agree or Disagree: I have confidence in the future of my NOAA Line/Staff Office.

■ % Favorable

□ % Neutral

■ % Unfavorable



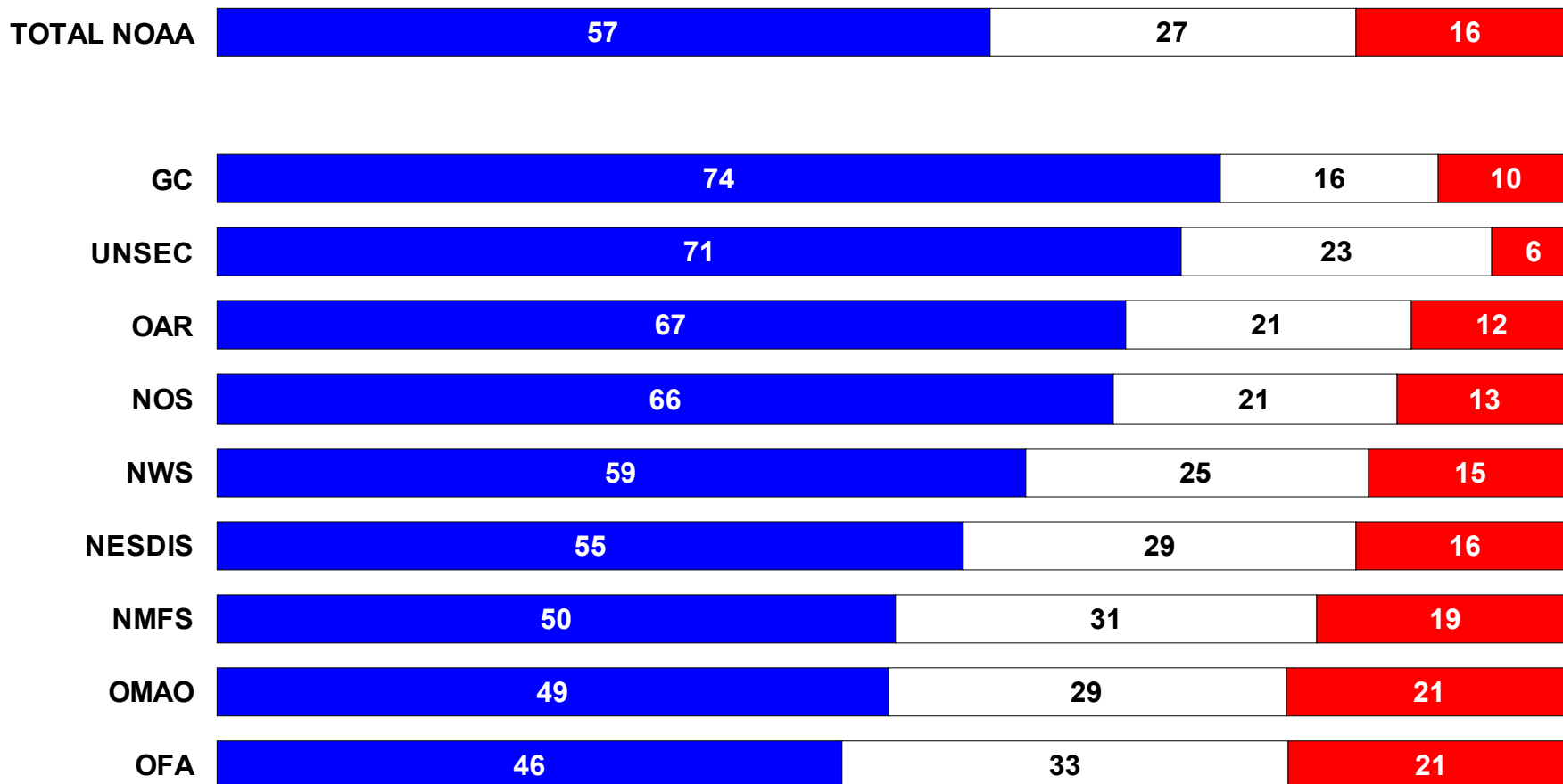
Leadership: NOAA Line/Staff Office

Q.47 How would you rate the performance of your NOAA Line/Staff Office on being innovative (seeking to develop and use new ideas, services, operating methods, etc.)?

■ % Favorable

□ % Neutral

■ % Unfavorable



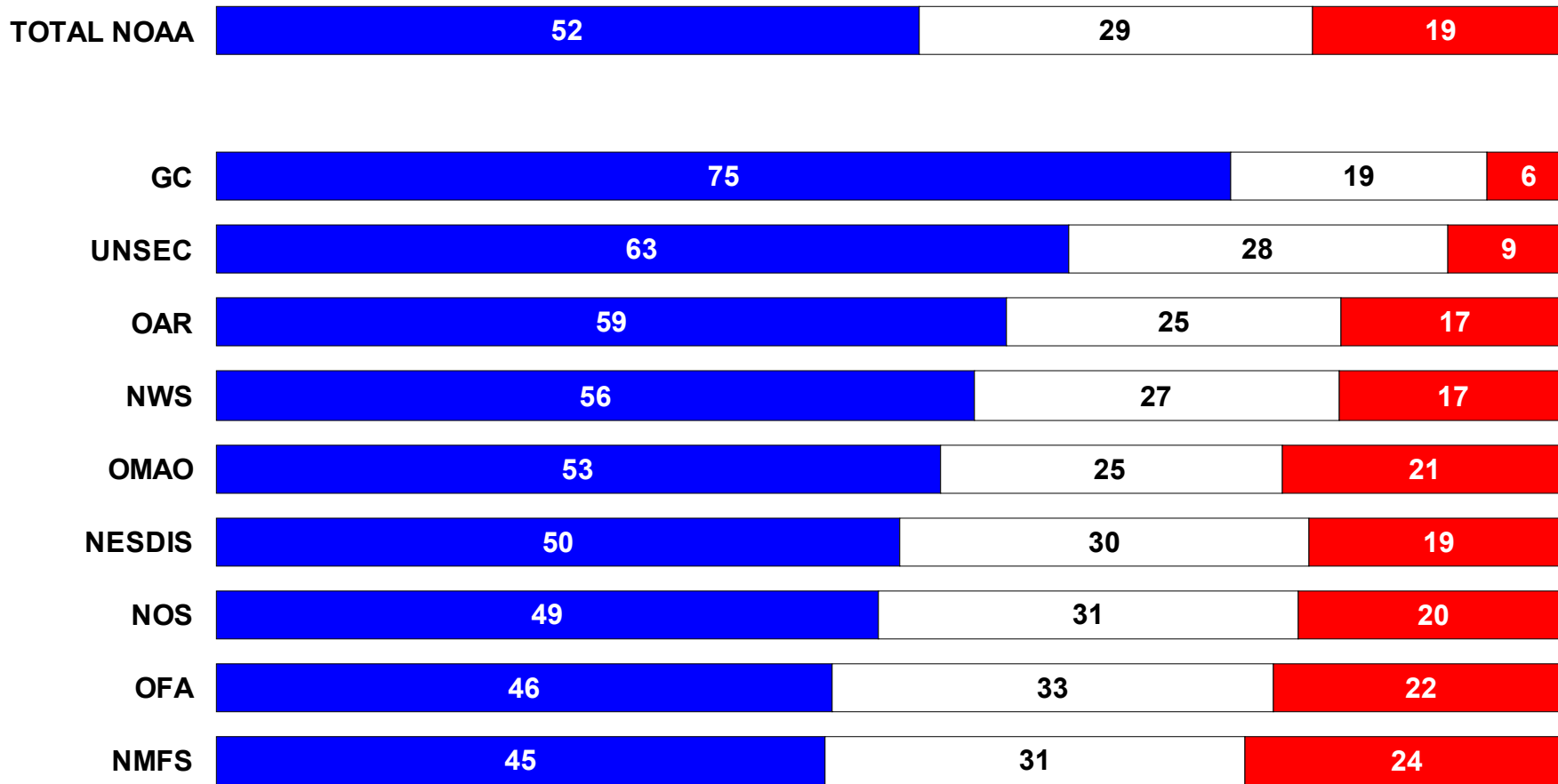
Leadership: NOAA Line/Staff Office

Q.46 How would you rate the performance of your NOAA Line/Staff Office on doing its work efficiently (that is, at low cost for the amount accomplished)?

■ % Favorable

□ % Neutral

■ % Unfavorable



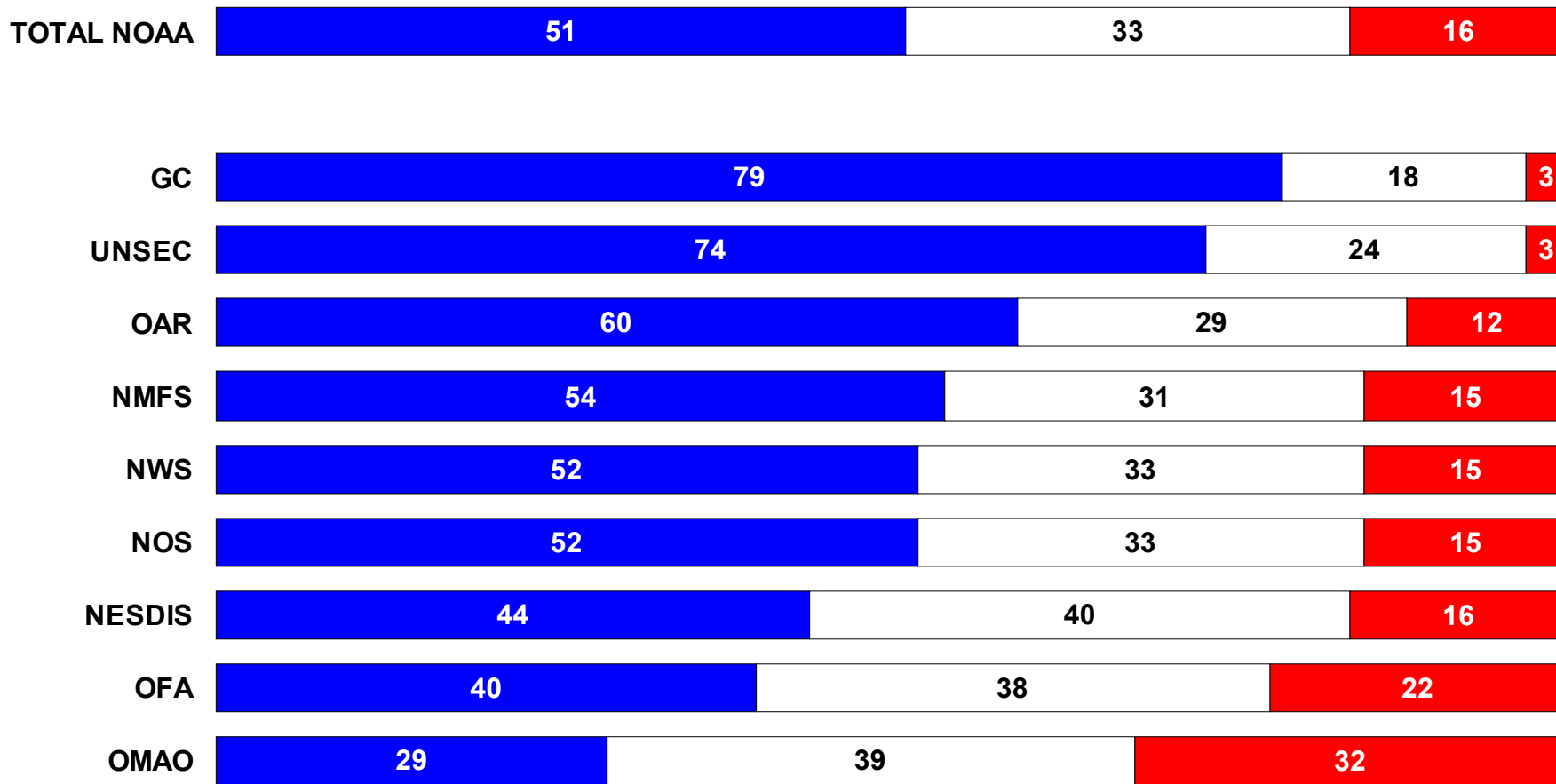
Leadership: NOAA Line/Staff Office

Q.49 How would you rate the performance of your NOAA Line/Staff Office on attracting the best employees?

■ % Favorable

□ % Neutral

■ % Unfavorable



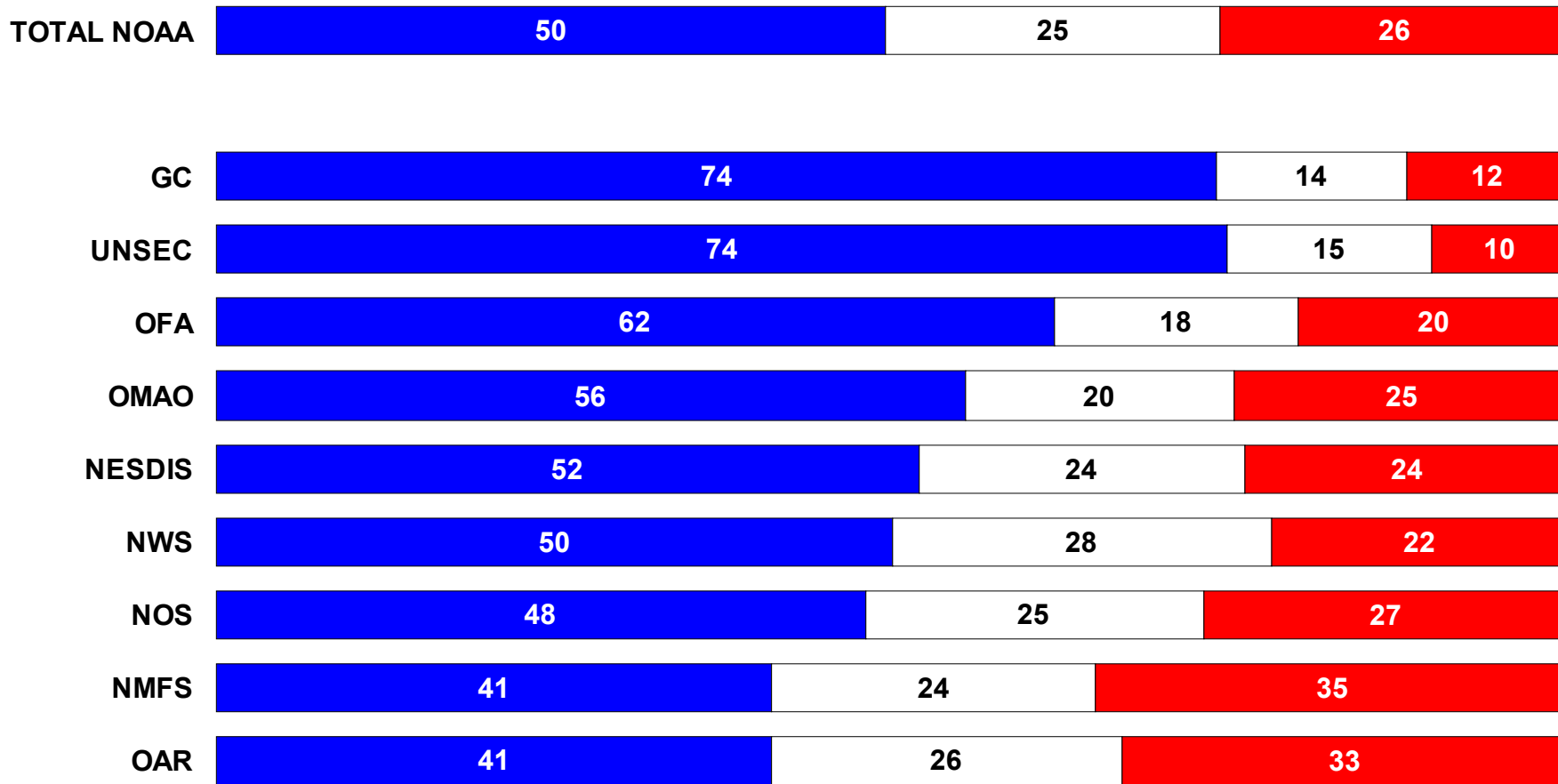
Leadership: NOAA Line/Staff Office

Q.37 Agree or Disagree: I understand the relationships between the NOAA Line/Staff Offices.

■ % Favorable

□ % Neutral

■ % Unfavorable



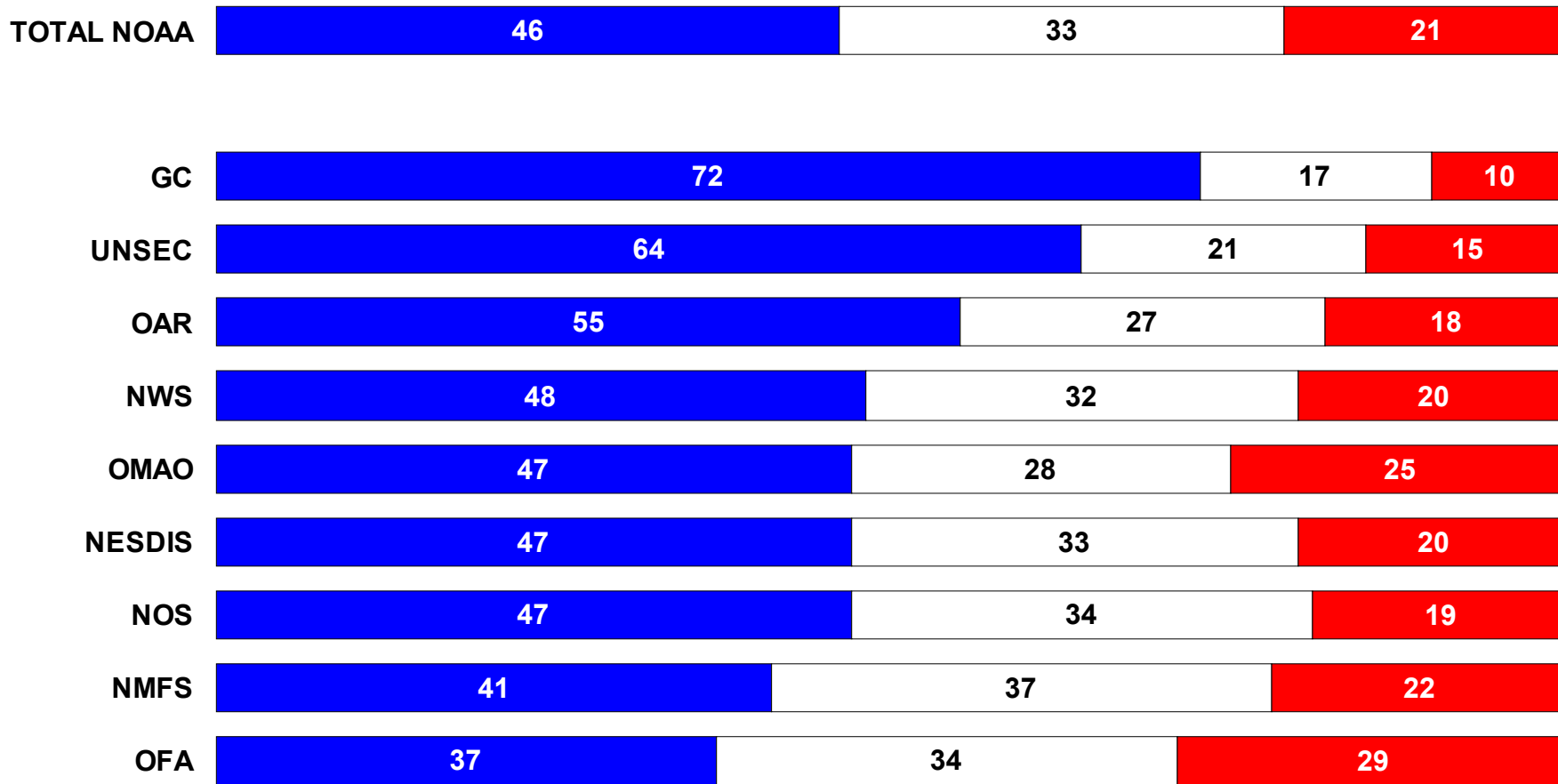
Leadership: NOAA Line/Staff Office

Q.52 How would you rate the performance of your NOAA Line/Staff Office on all in all, being an effectively managed and well-run organization?

■ % Favorable

□ % Neutral

■ % Unfavorable



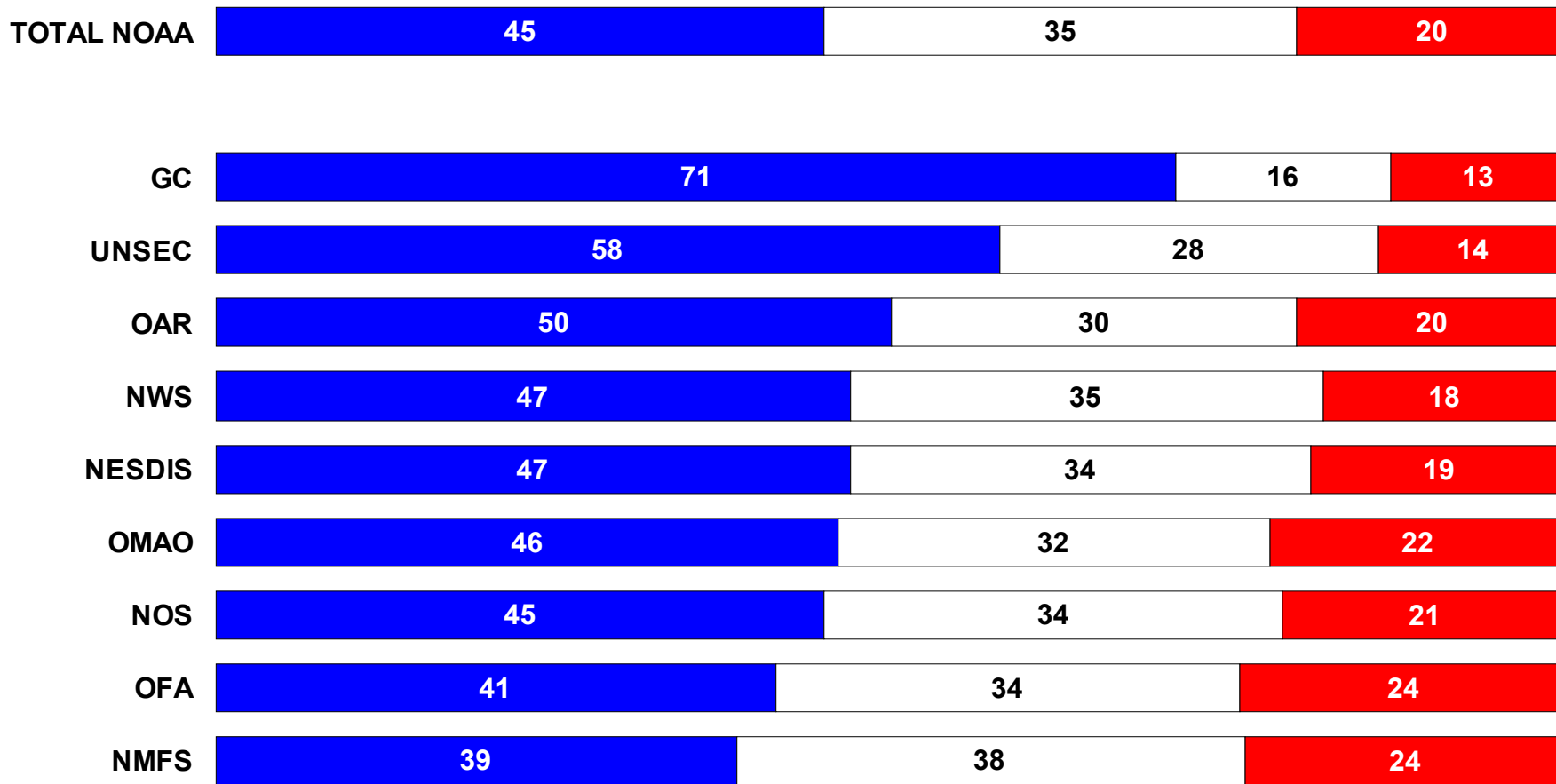
Leadership: NOAA Line/Staff Office

Q.45 How would you rate the performance of your NOAA Line/Staff Office on having an effective organization structure?

■ % Favorable

□ % Neutral

■ % Unfavorable



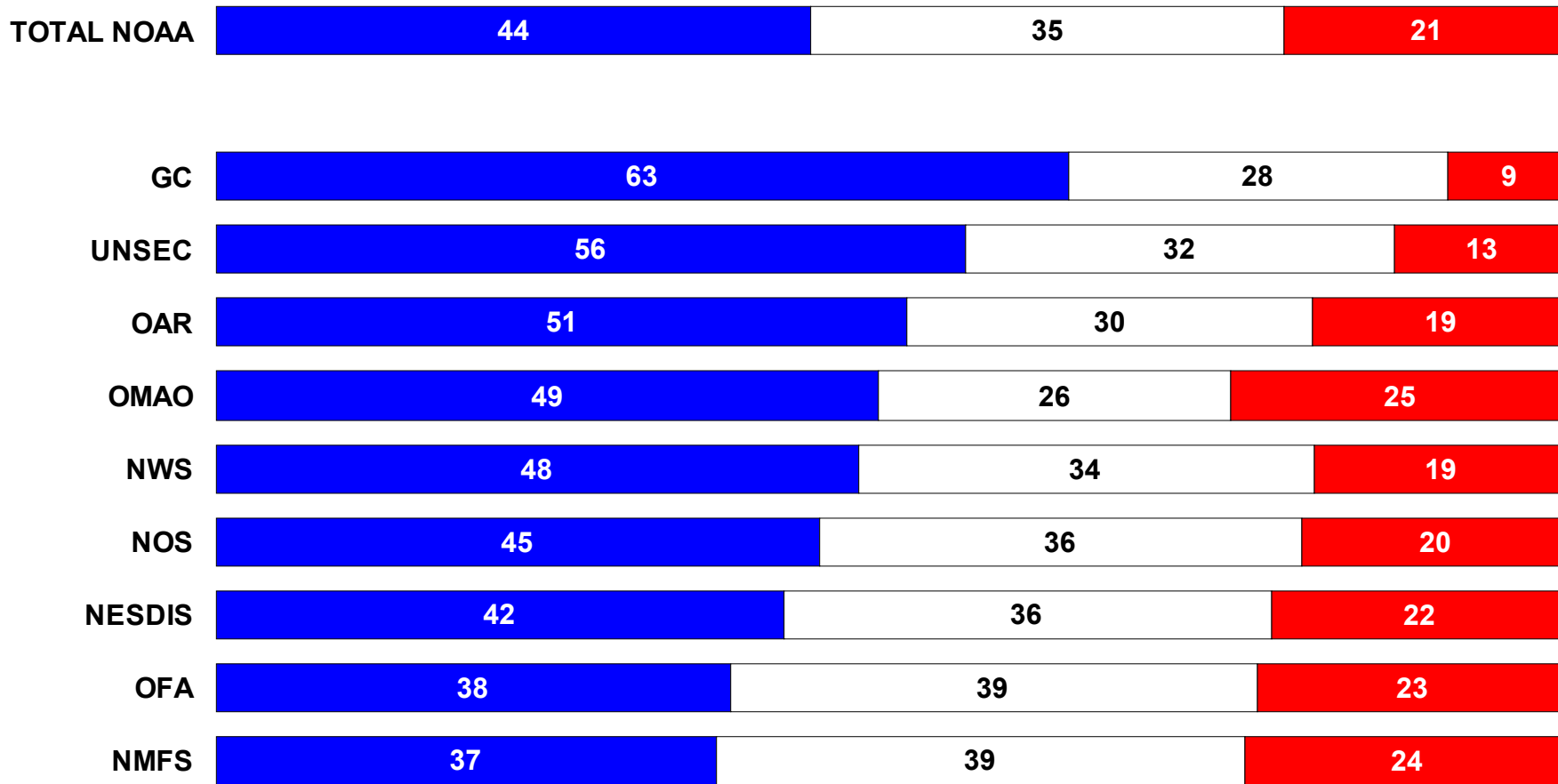
Leadership: NOAA Line/Staff Office

Q.42 How would you rate the performance of your NOAA Line/Staff Office on having a clear sense of direction and effective planning?

■ % Favorable

□ % Neutral

■ % Unfavorable



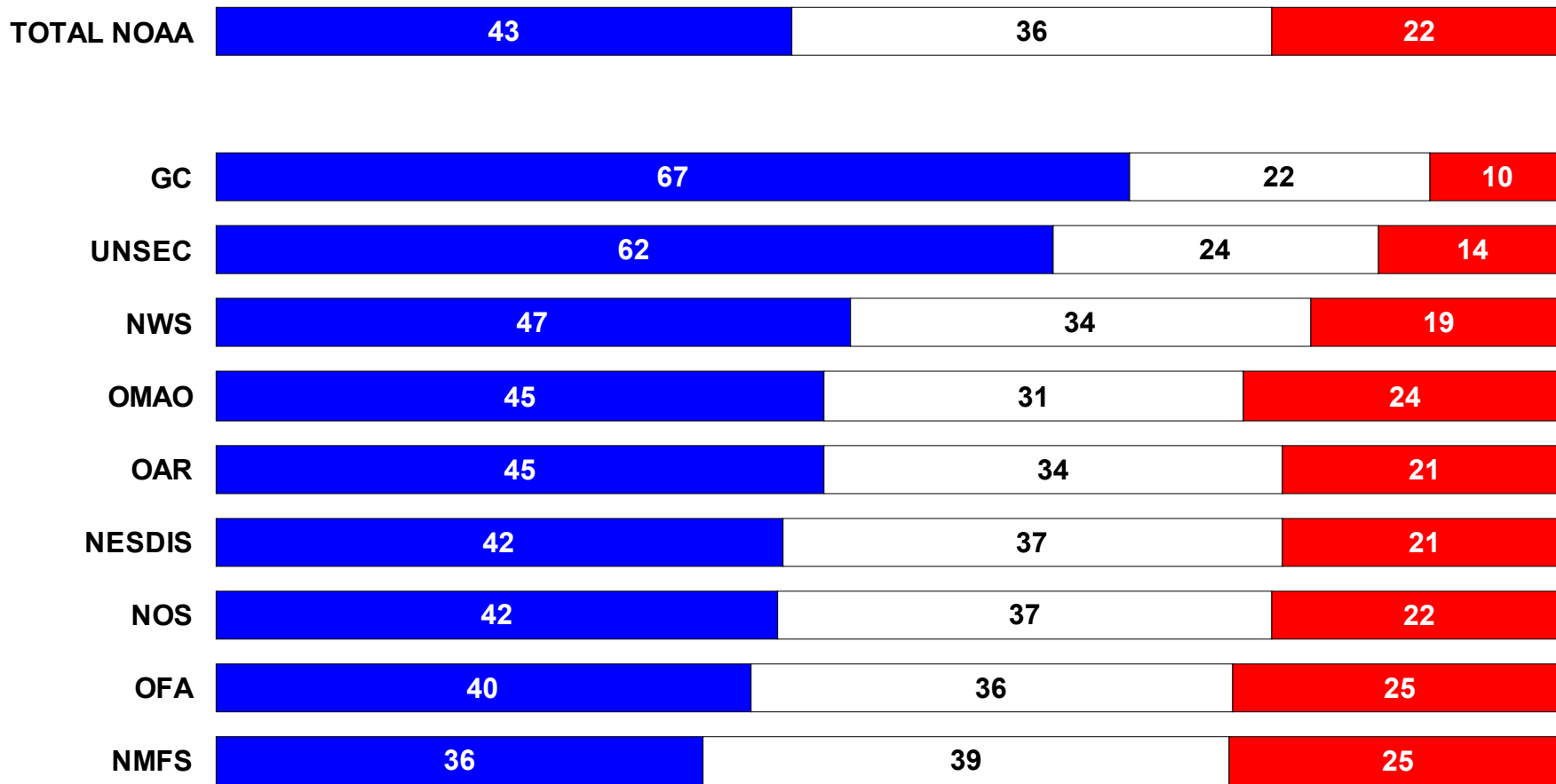
Leadership: NOAA Line/Staff Office

Q.43 How would you rate the performance of your NOAA Line/Staff Office on having a clear corporate 'culture' (a clear set of values, a clear style of management, etc.)?

■ % Favorable

□ % Neutral

■ % Unfavorable



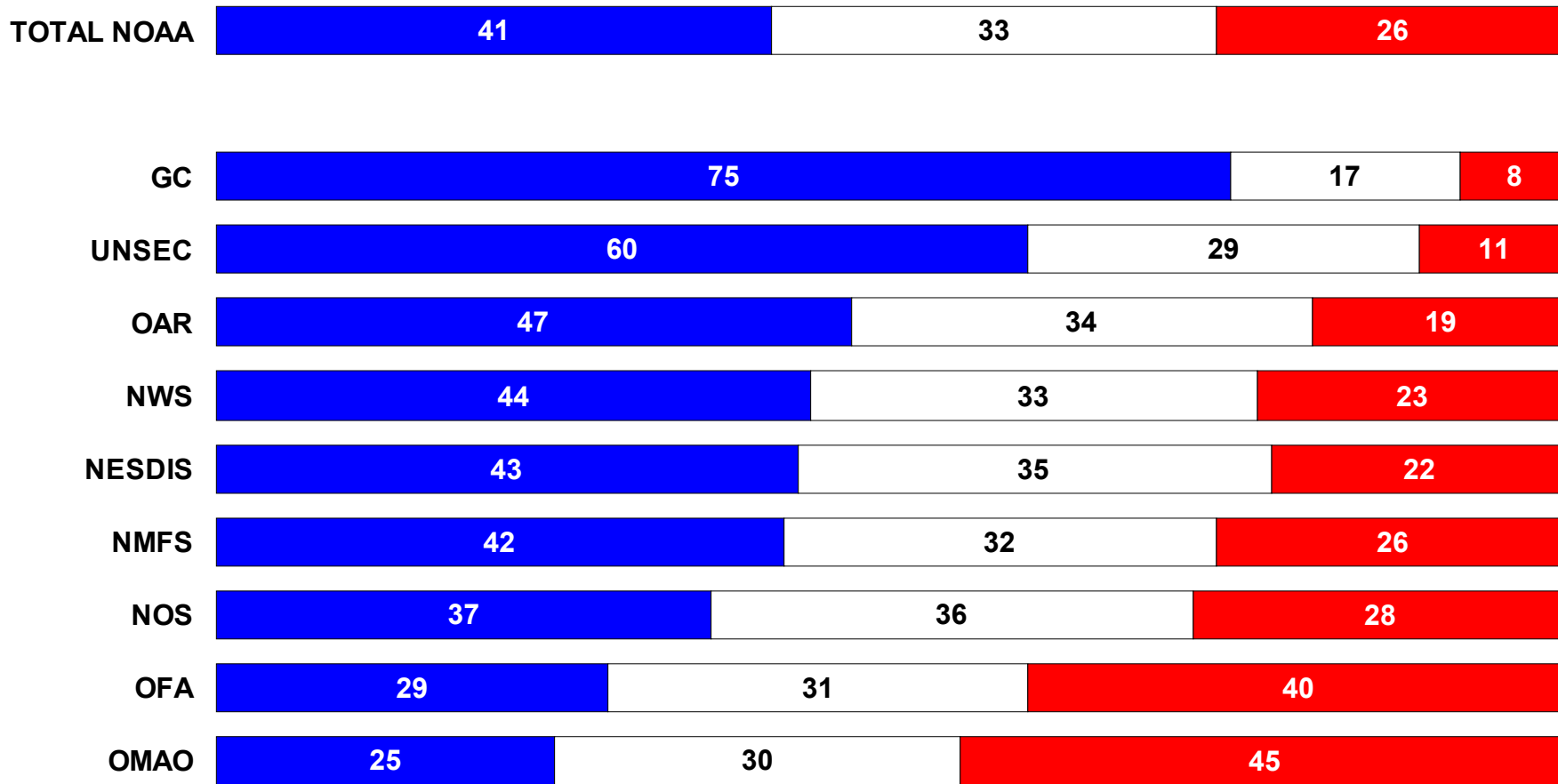
Leadership: NOAA Line/Staff Office

Q.50 How would you rate the performance of your NOAA Line/Staff Office on retaining the best employees?

■ % Favorable

□ % Neutral

■ % Unfavorable



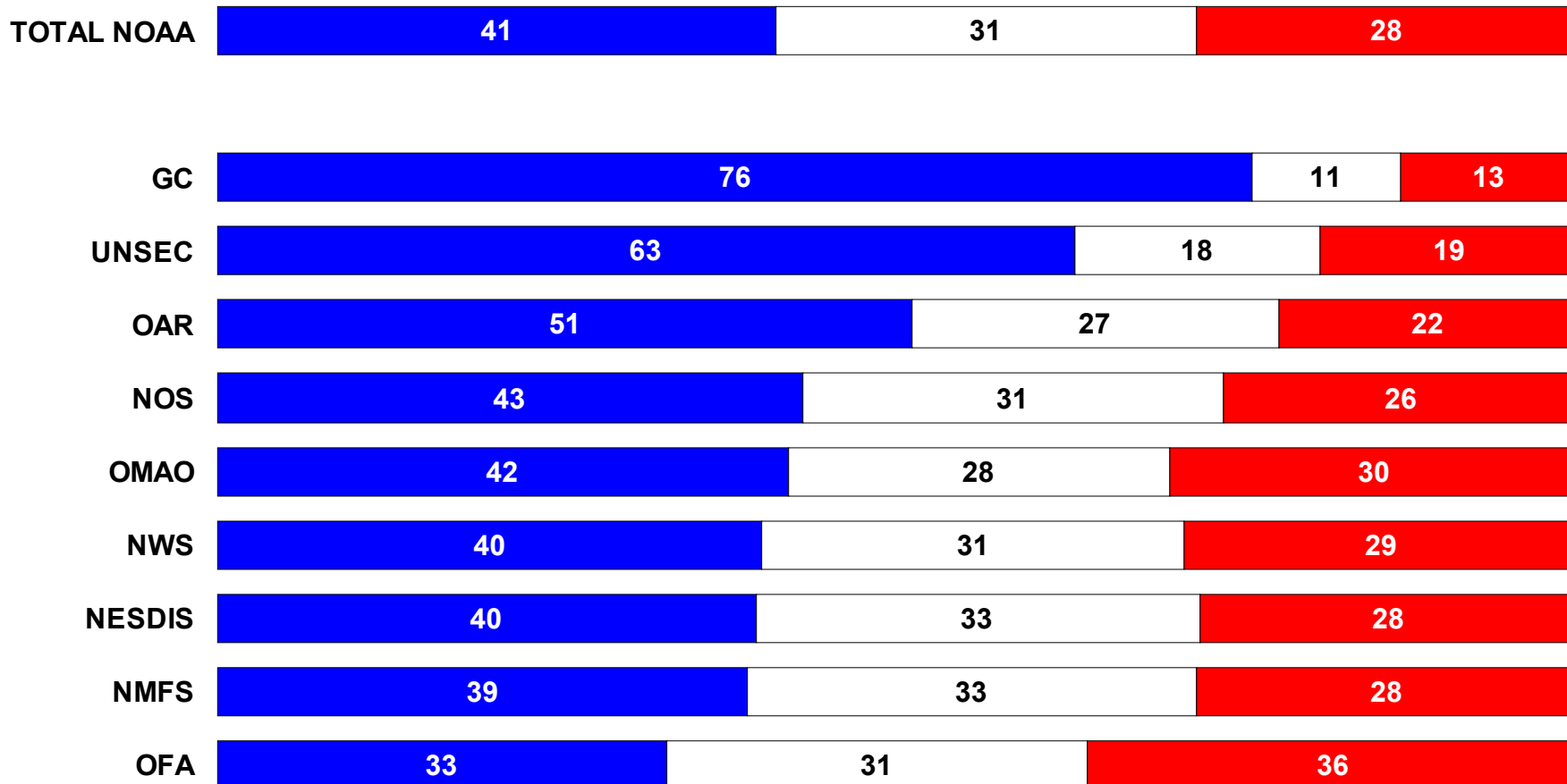
Leadership: NOAA Line/Staff Office

Q.51 How would you rate the performance of your NOAA Line/Staff Office on having effective 'leadership' (knows what it wants to do, instills confidence in employees, stimulates employees to do the best they can)?

■ % Favorable

□ % Neutral

■ % Unfavorable



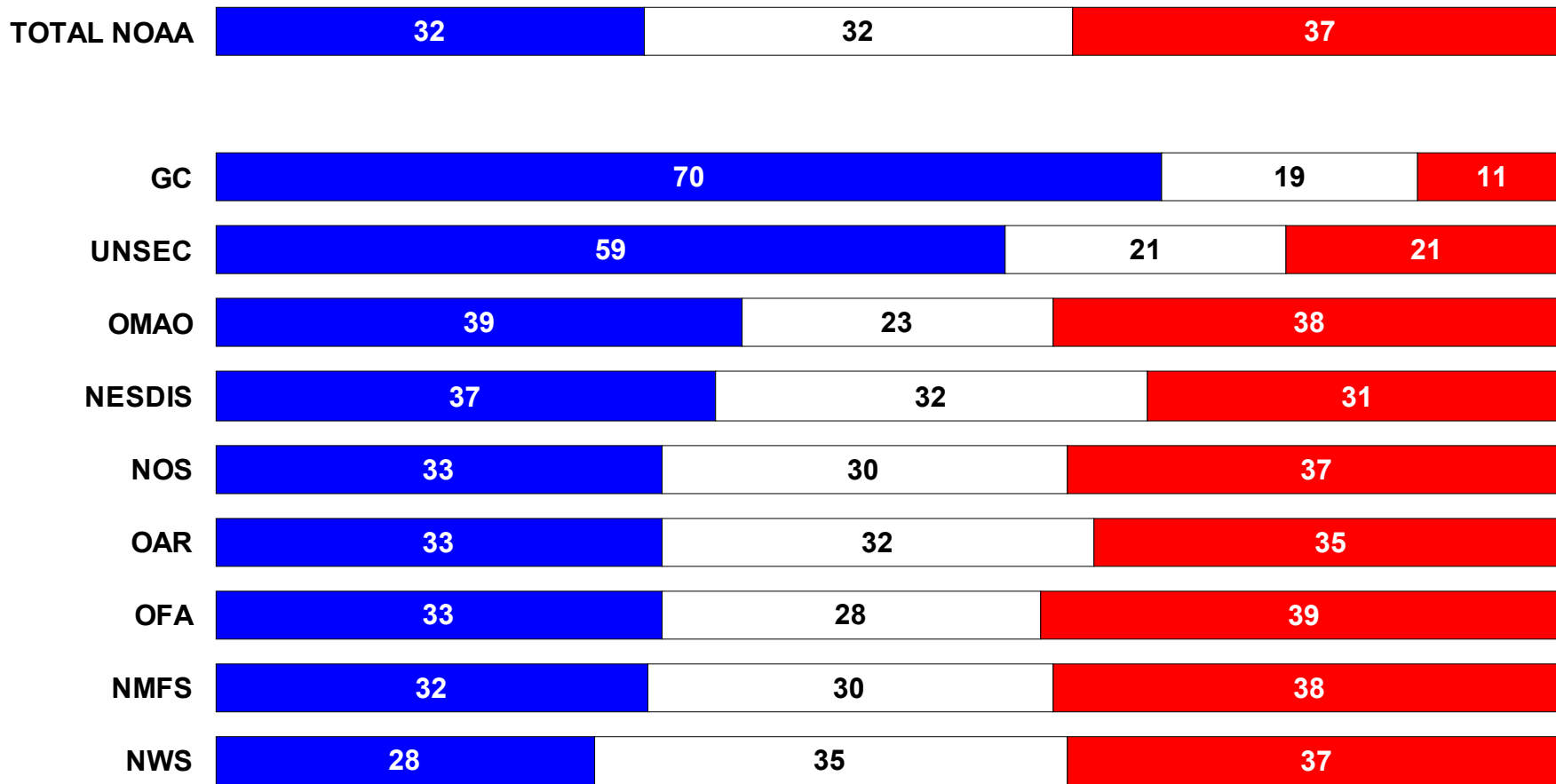
Leadership: NOAA Line/Staff Office

Q.36 Agree or Disagree: The upper management of my NOAA Line/Staff Office does a good job at making me feel a part of NOAA corporate culture.

■ % Favorable

□ % Neutral

■ % Unfavorable



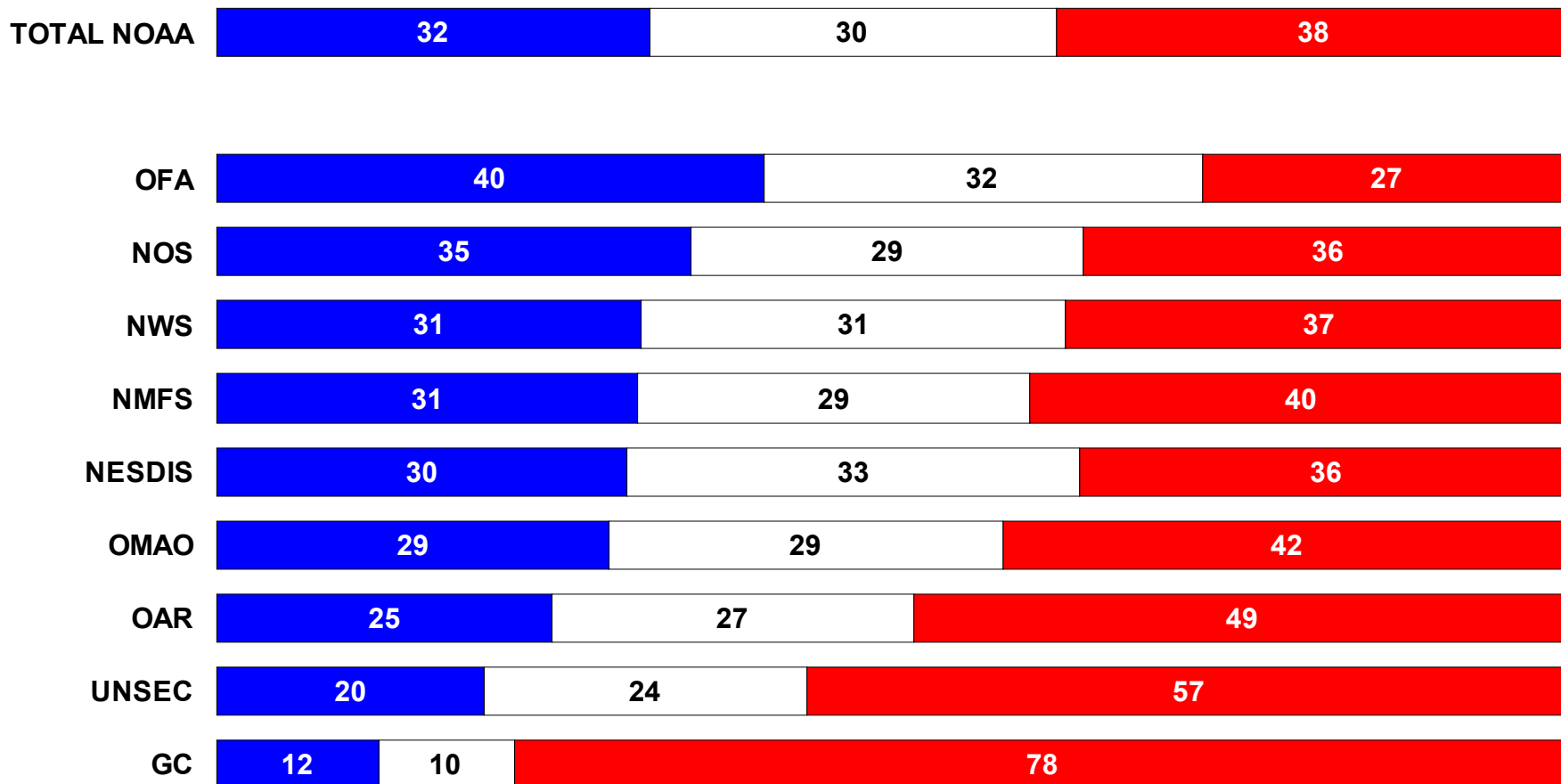
Leadership: NOAA Line/Staff Office

Q.44 How would you rate the performance of your NOAA Line/Staff Office on having a minimum of 'corporate politics' (favoritism, advancement based on 'looking good', etc.)?

■ % Favorable

□ % Neutral

■ % Unfavorable



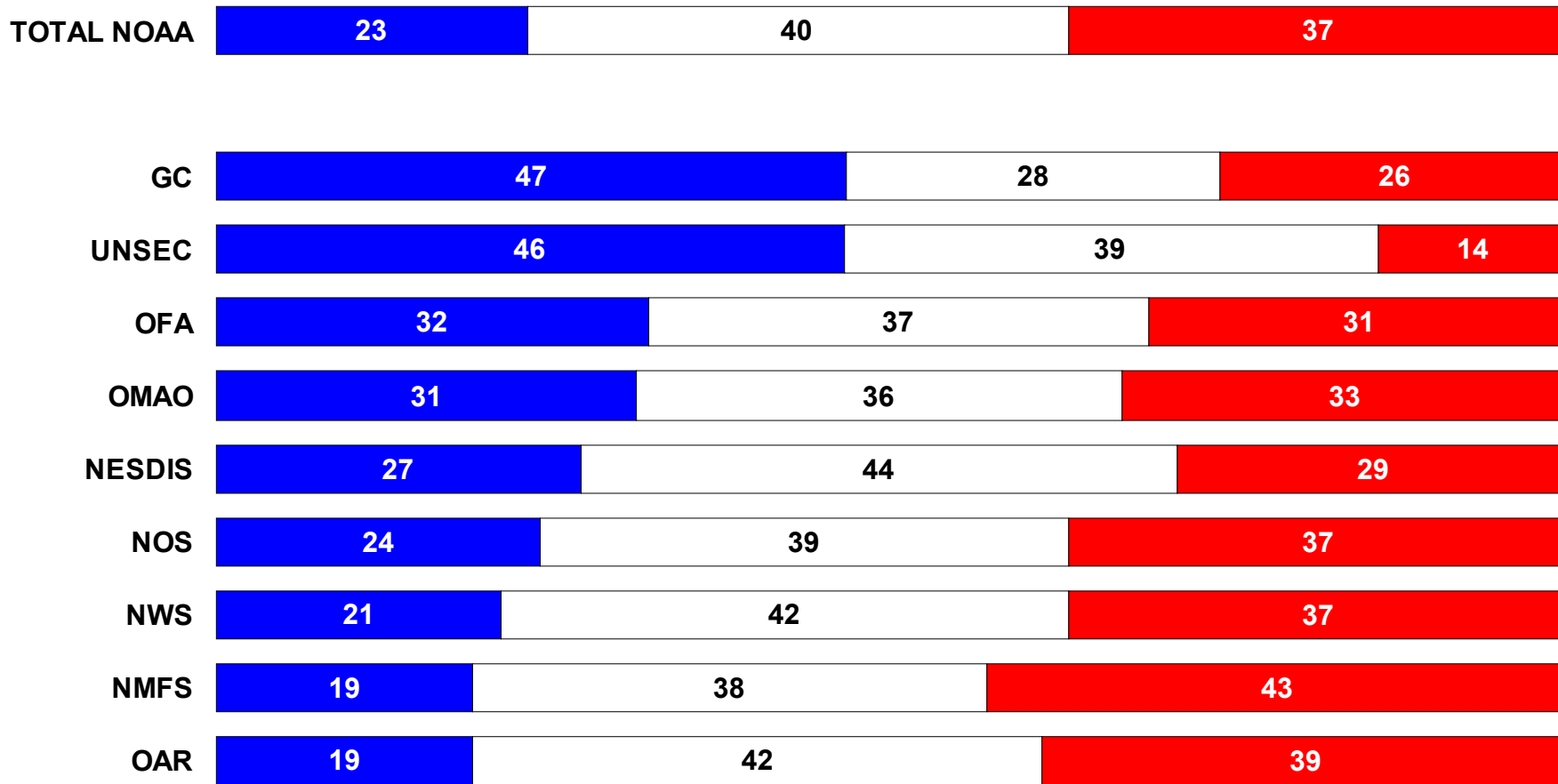
Leadership: NOAA Line/Staff Office

Q.38 Agree or Disagree: NOAA upper management helps the NOAA Line/Staff Office offices be more productive.

■ % Favorable

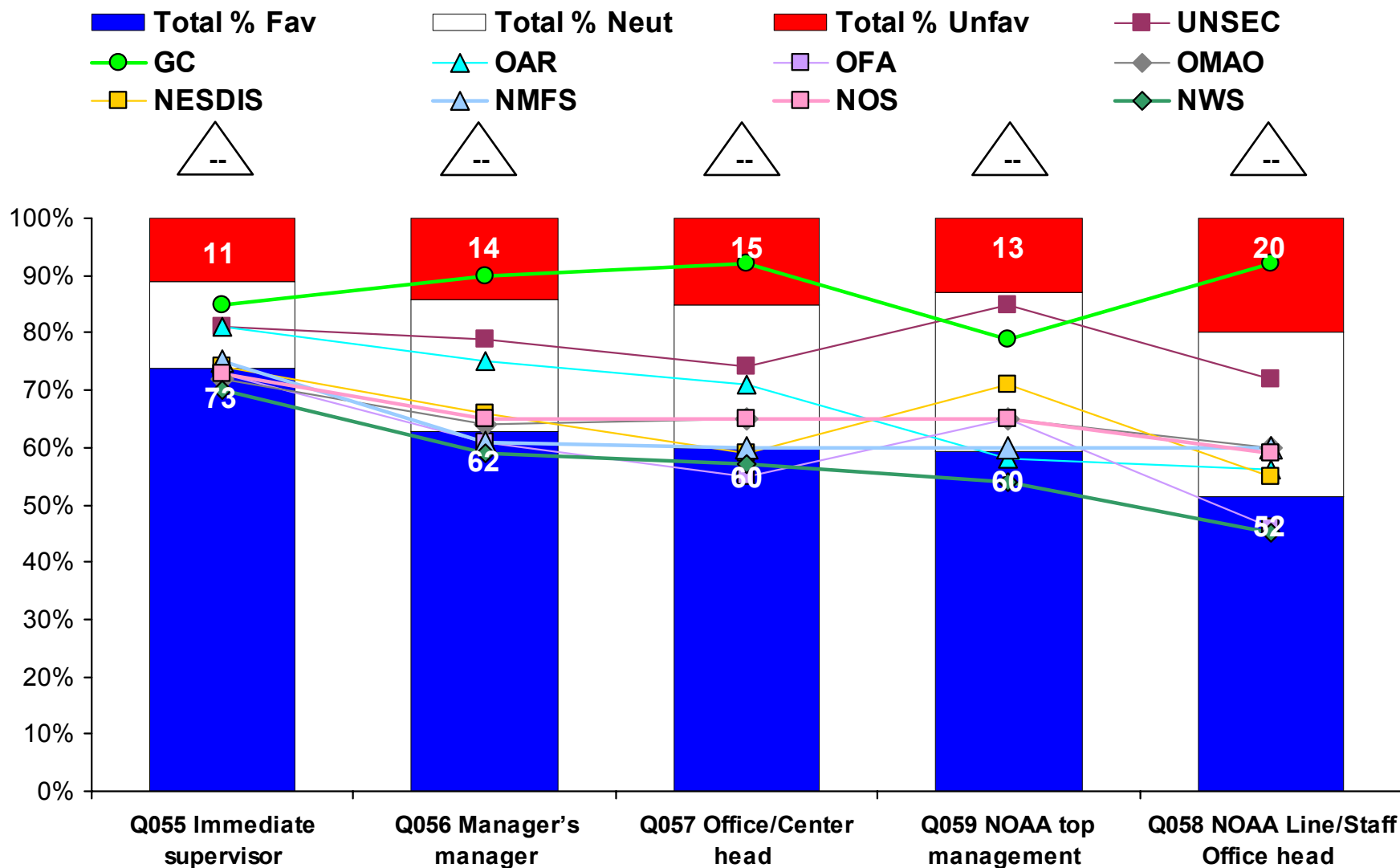
□ % Neutral

■ % Unfavorable



Leadership: Job Done by Levels of Management

Ranked by % Favorable



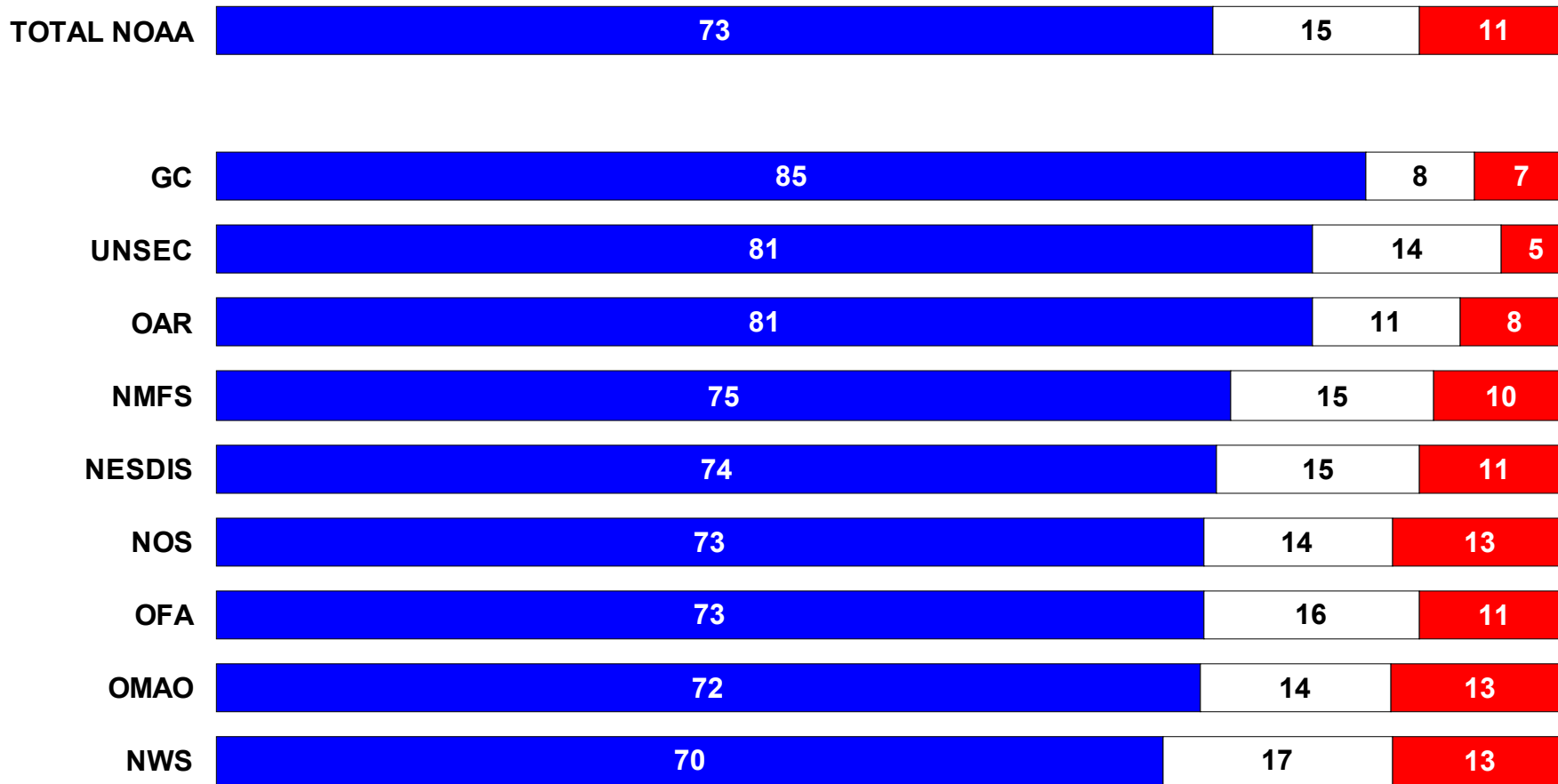
Leadership: Job Done by Levels of Management

Q.55 How would you rate the overall job done by your immediate supervisor?

■ % Favorable

□ % Neutral

■ % Unfavorable



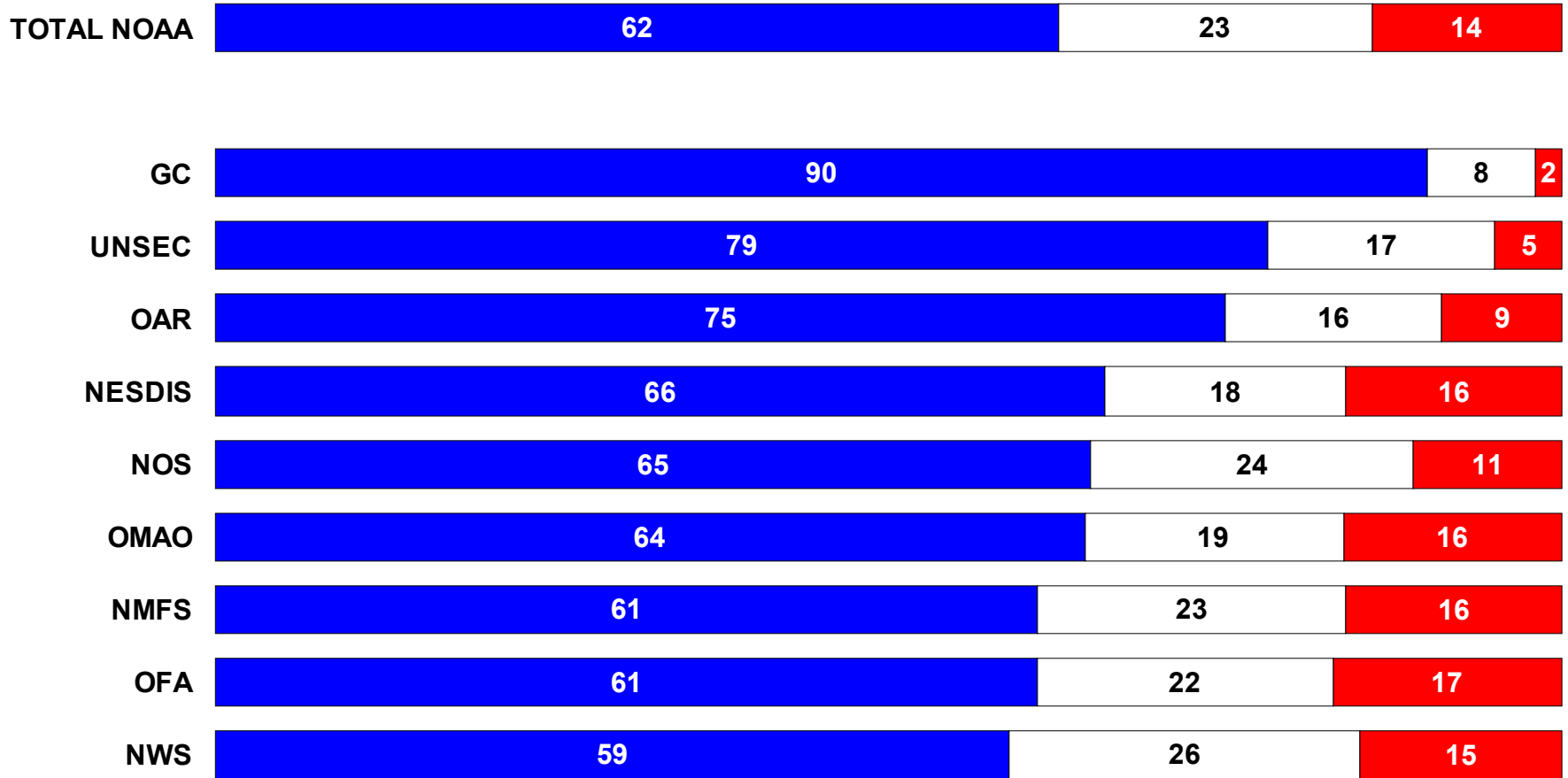
Leadership: Job Done by Levels of Management

Q.56 How would you rate the overall job done by your manager's manager?

■ % Favorable

□ % Neutral

■ % Unfavorable



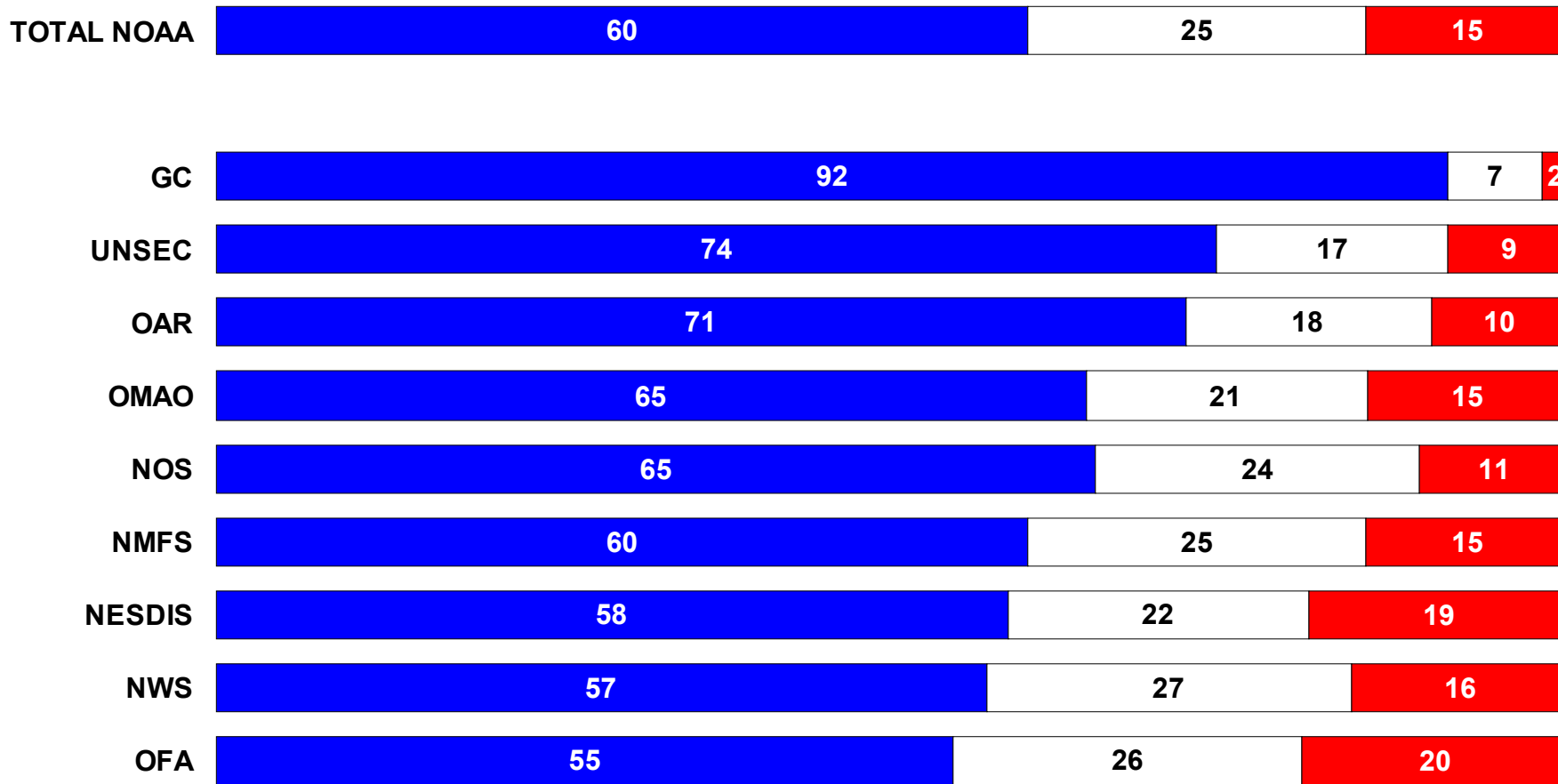
Leadership: Job Done by Levels of Management

Q.57 How would you rate the overall job done by the head of your Office/Center?

■ % Favorable

□ % Neutral

■ % Unfavorable



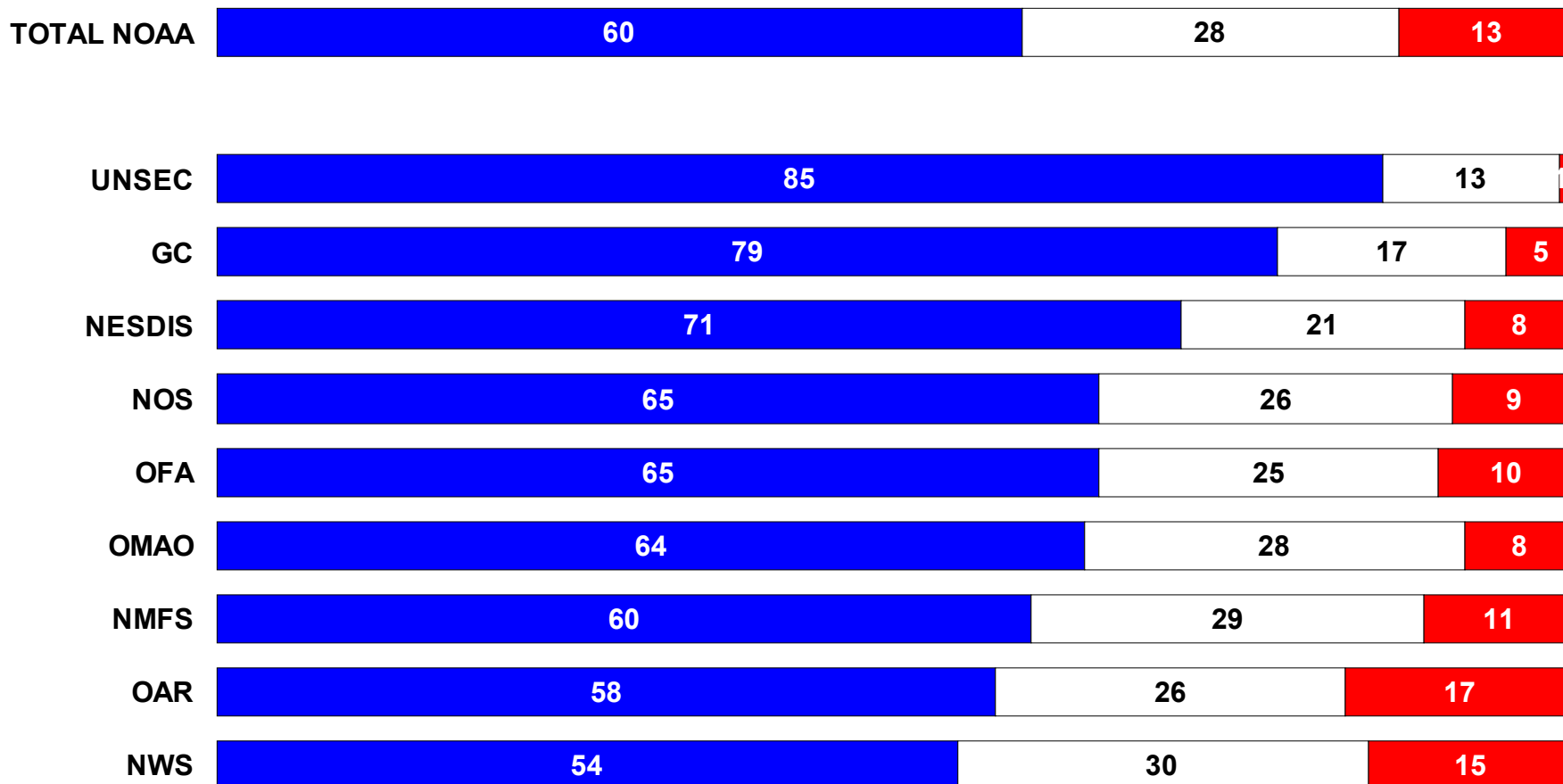
Leadership: Job Done by Levels of Management

Q.59 How would you rate the overall job done by top management of NOAA (the NOAA Administrator (Under Secretary for Oceans and Atmospheres) and the Deputy Under Secretary)?

■ % Favorable

□ % Neutral

■ % Unfavorable



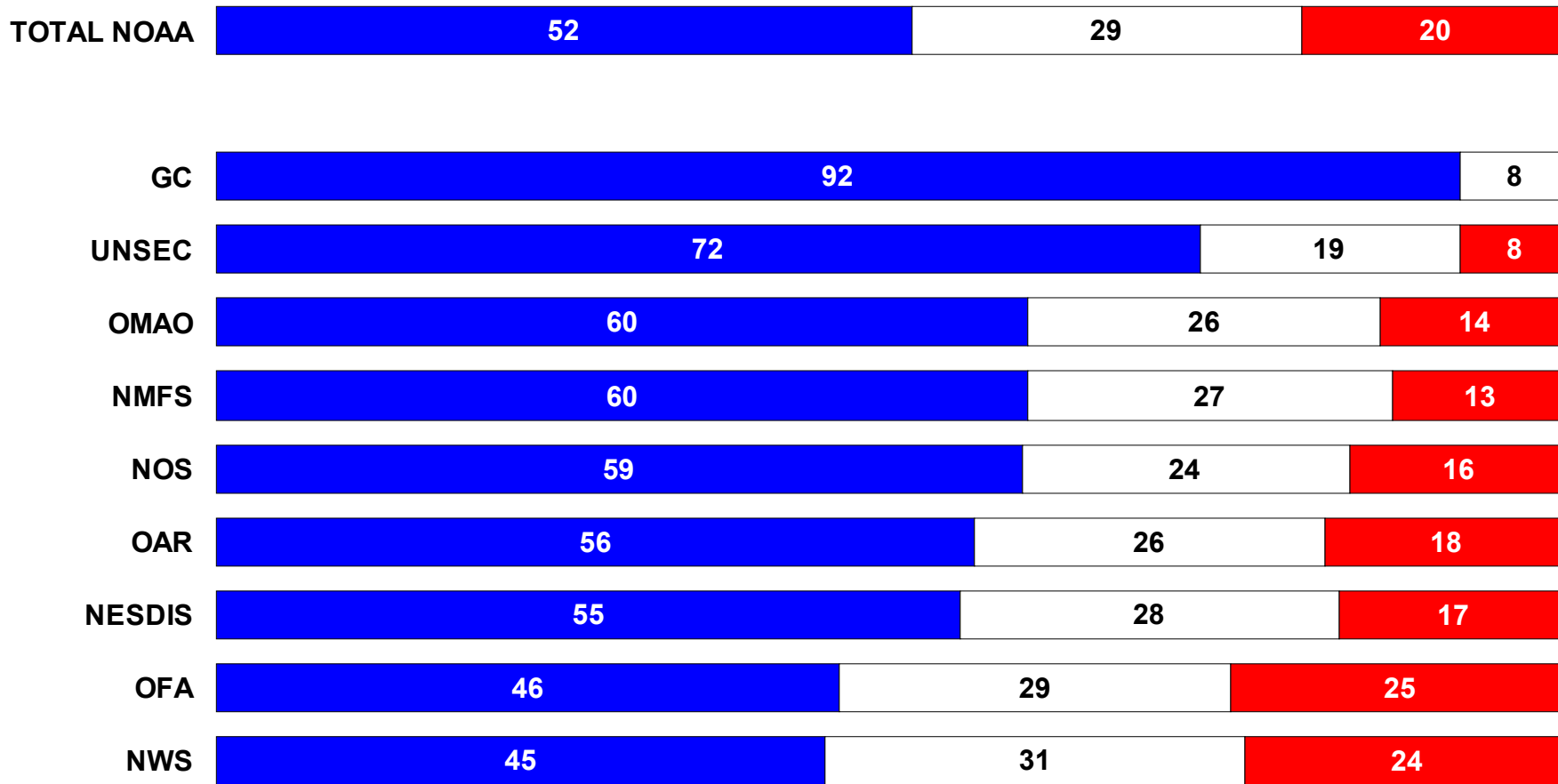
Leadership: Job Done by Levels of Management

Q.58 How would you rate the overall job done by the Head of your NOAA Line/Staff Office (if different from Q.57)?

■ % Favorable

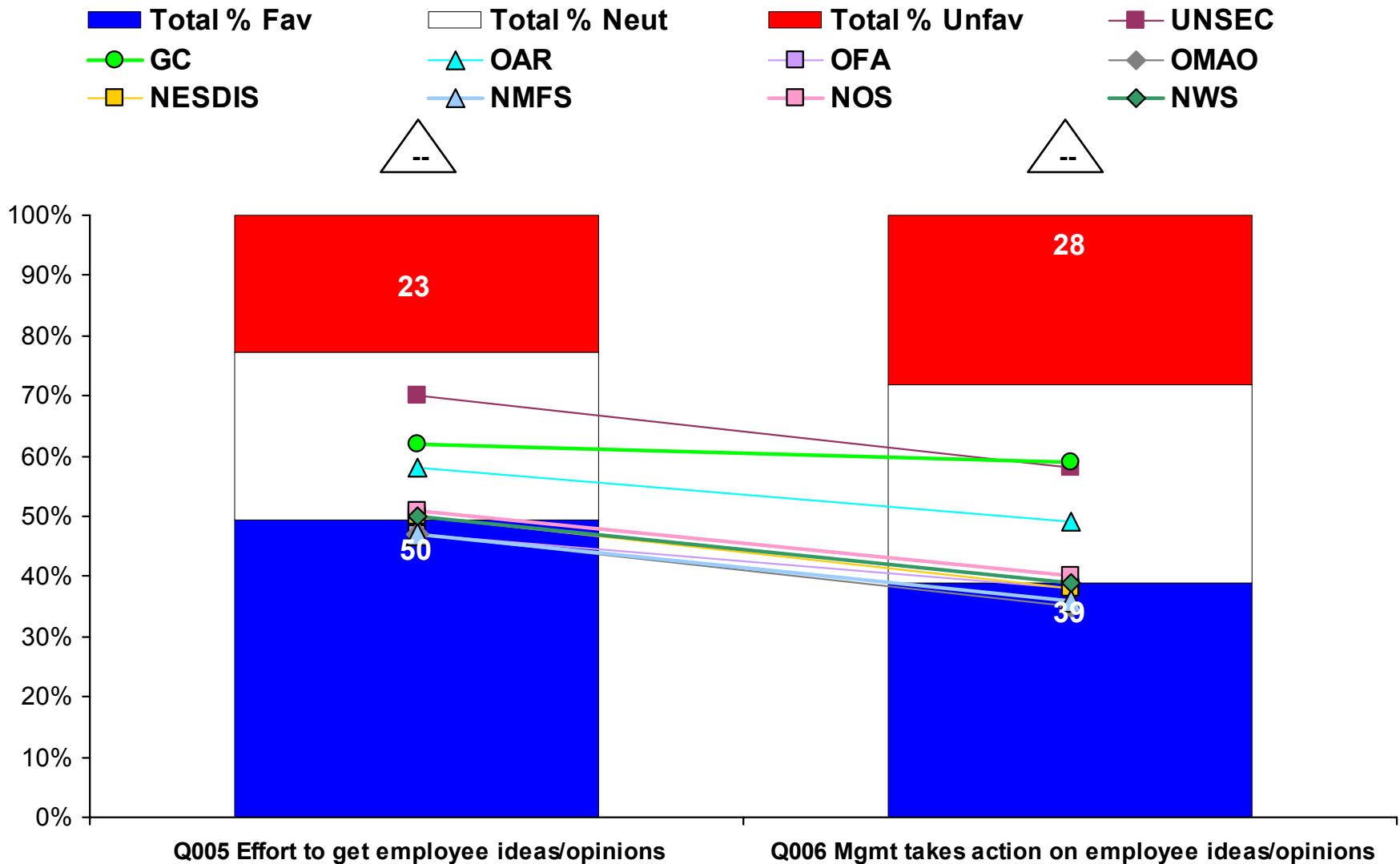
□ % Neutral

■ % Unfavorable



Leadership: Responsiveness to Employees

Ranked by % Favorable



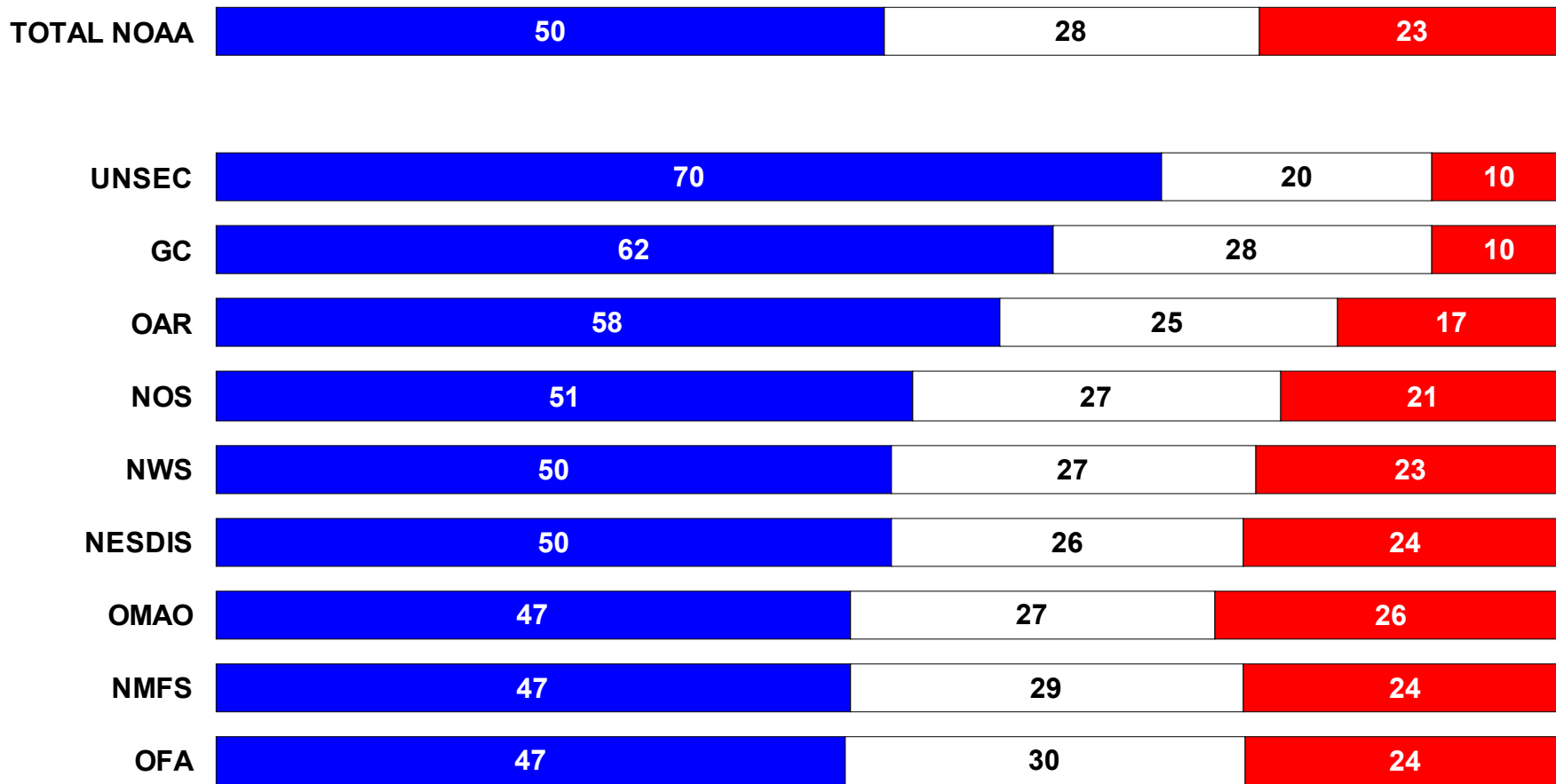
Leadership: Responsiveness to Employees

Q.5 How would you rate the effort made by management to get the ideas and opinions of employees like you?

■ % Favorable

□ % Neutral

■ % Unfavorable



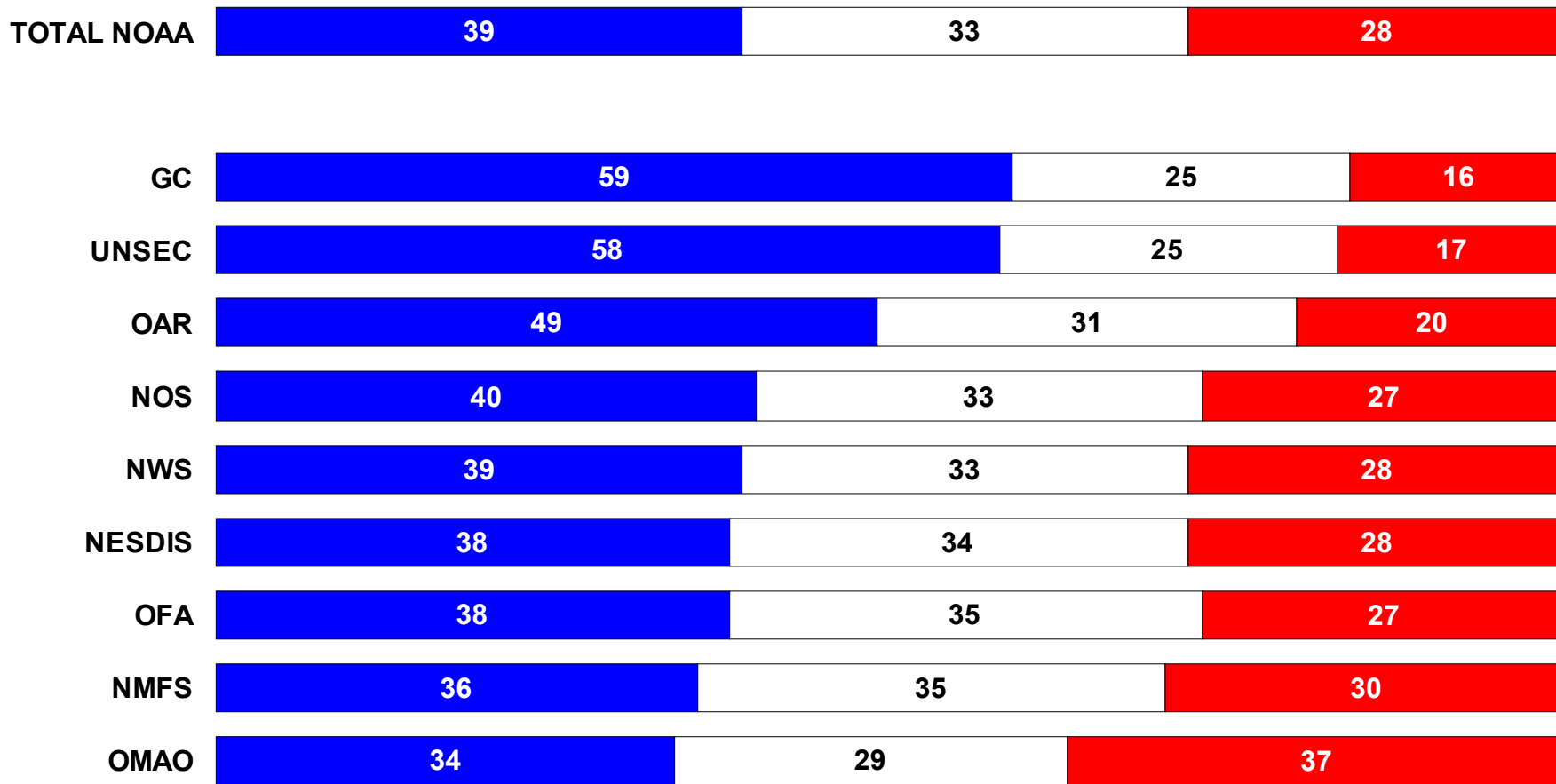
Leadership: Responsiveness to Employees

Q.6 How would you rate the extent to which management takes action on employee ideas and opinions?

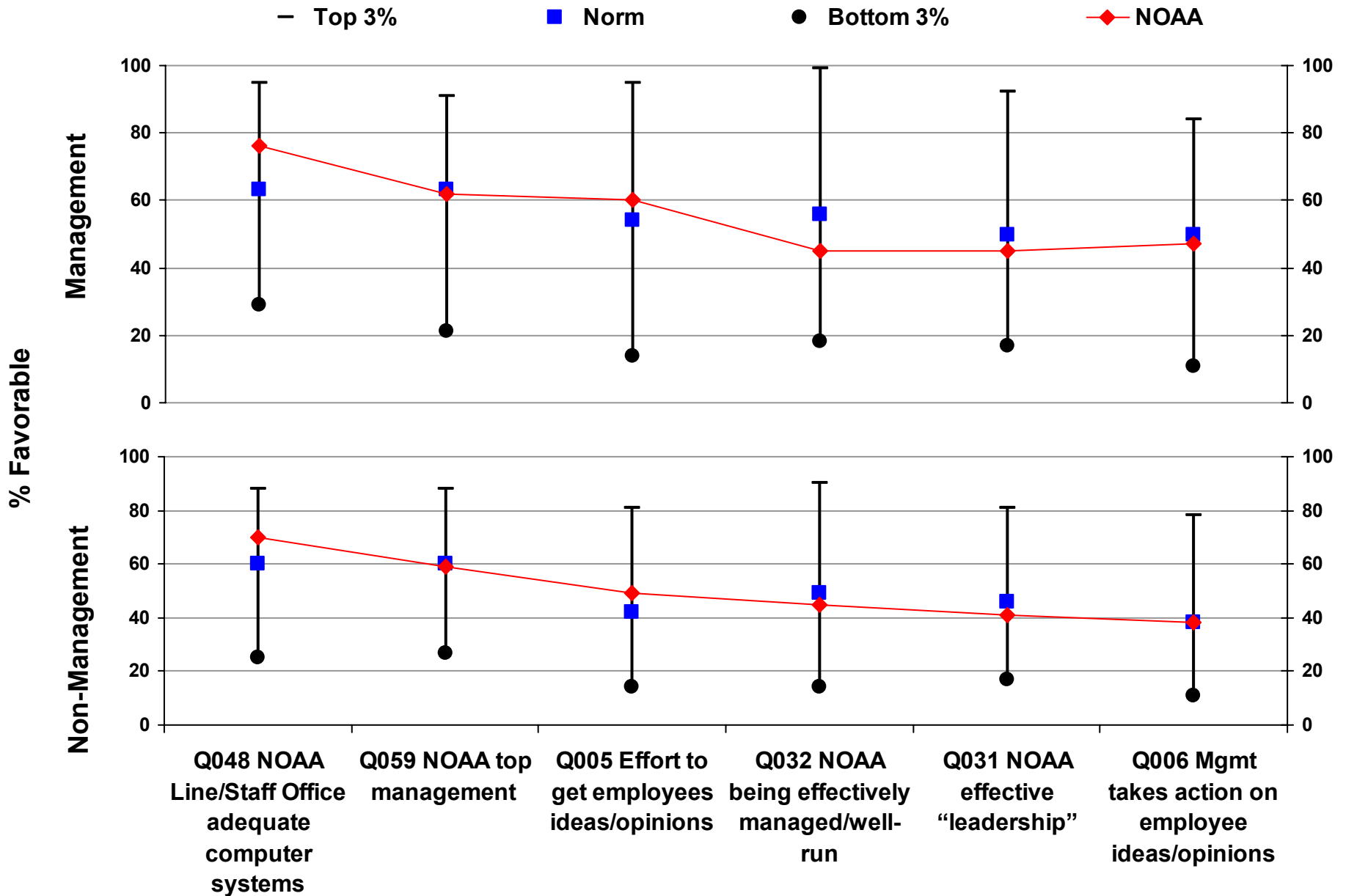
■ % Favorable

□ % Neutral

■ % Unfavorable

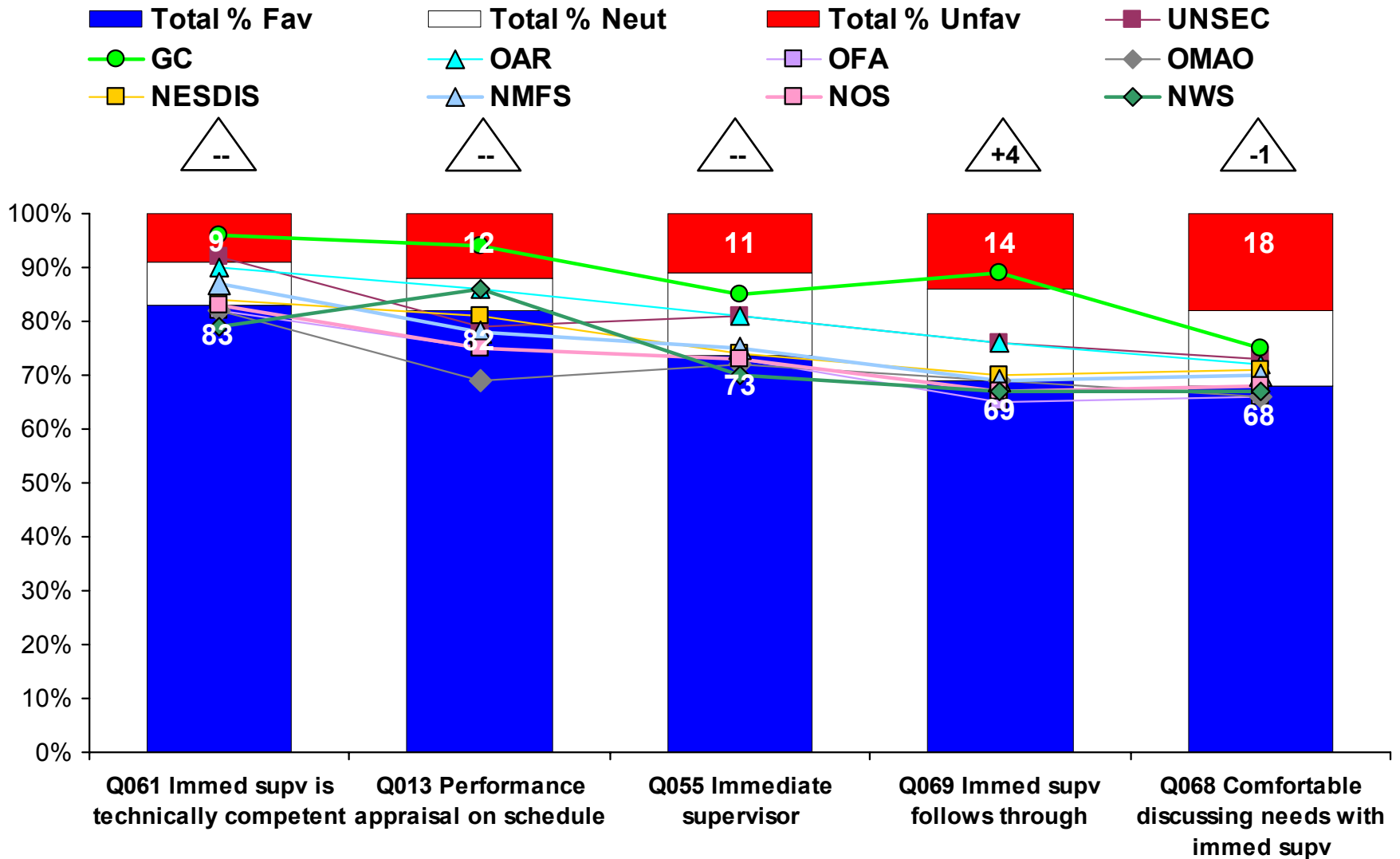


Leadership - Normative Comparison



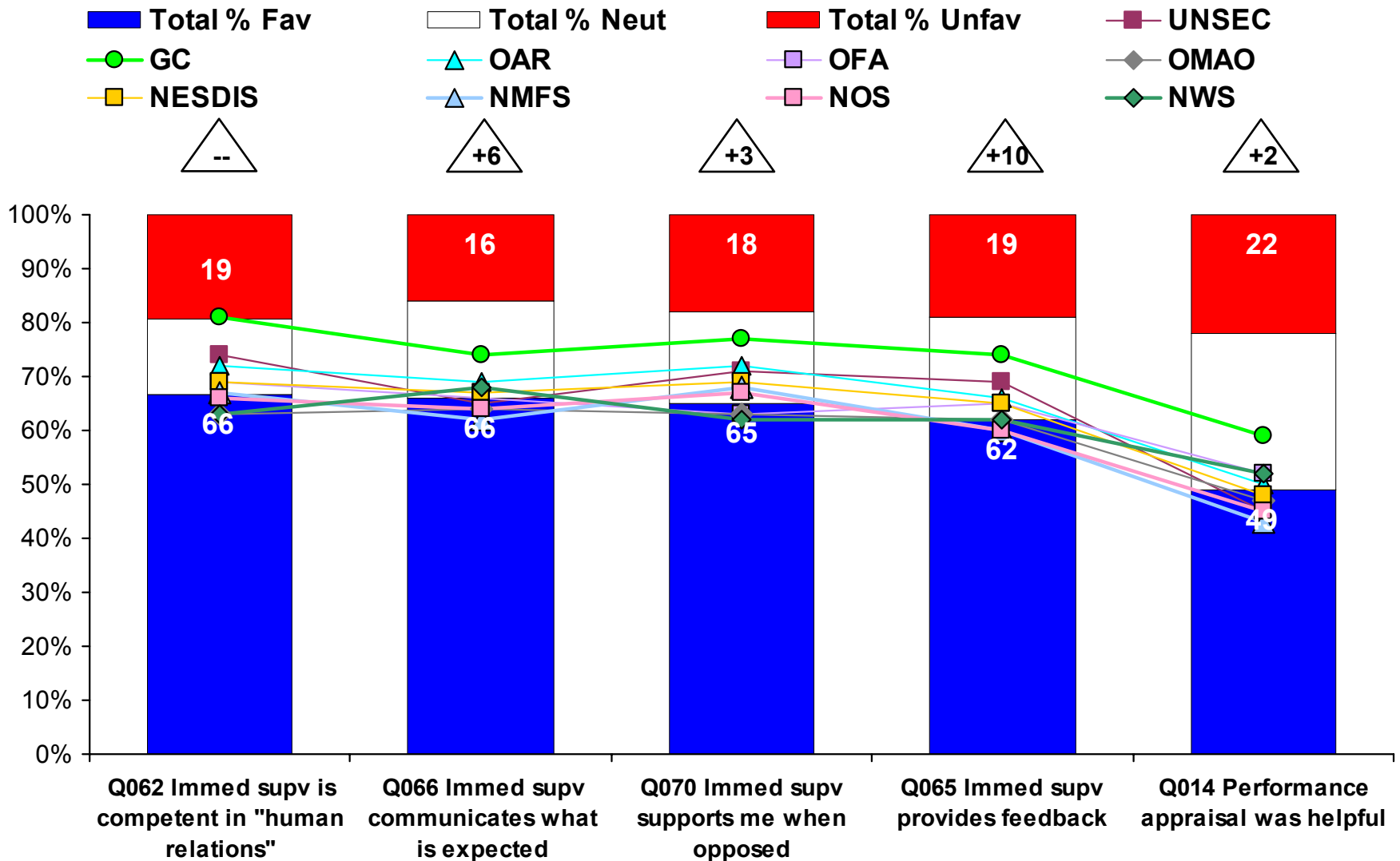
Supervision

Ranked by % Favorable



Supervision

Ranked by % Favorable



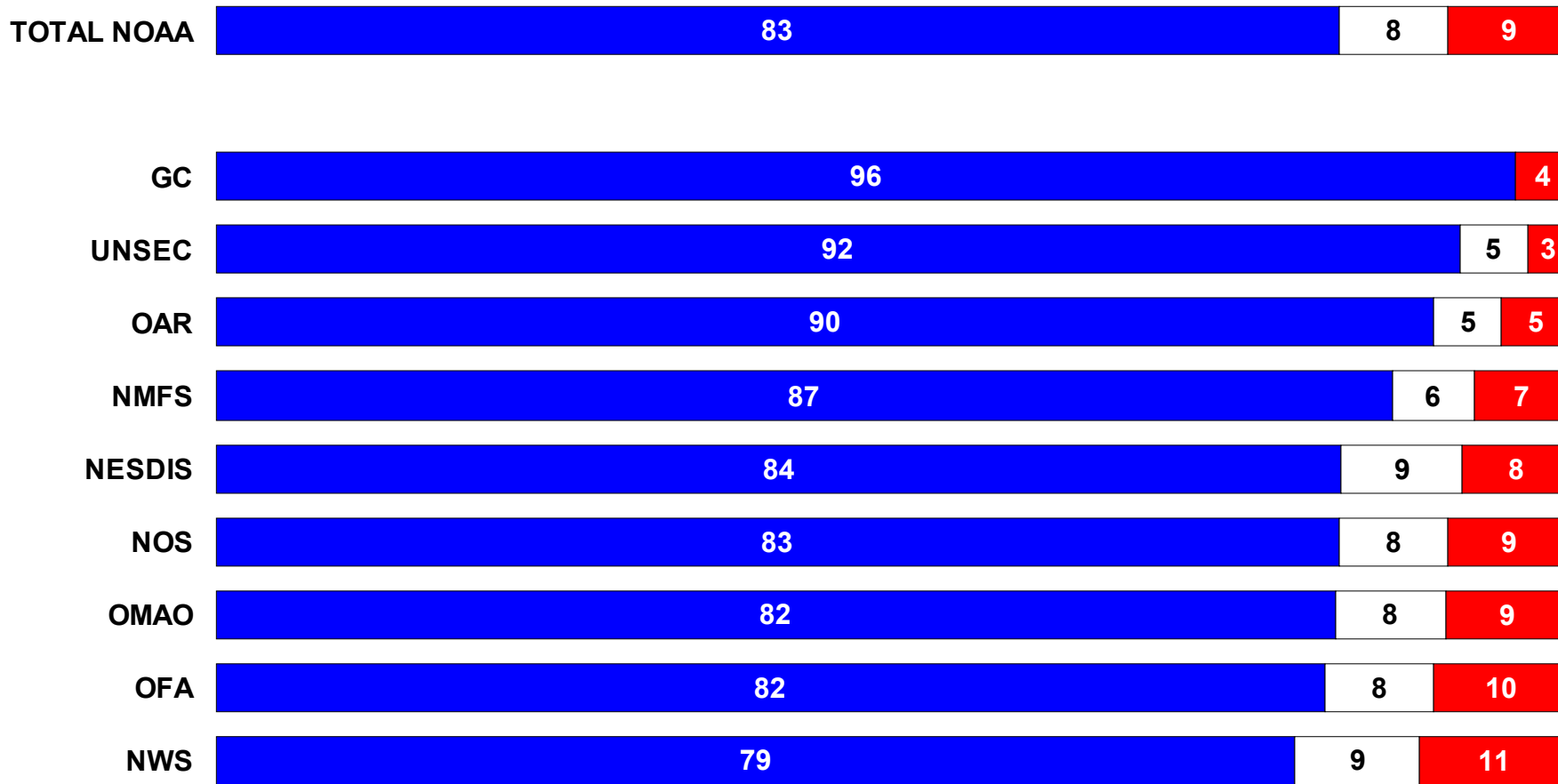
Supervision

Q.61 Agree or disagree: My immediate supervisor is a technically competent professional (knows the job).

■ % Favorable

□ % Neutral

■ % Unfavorable



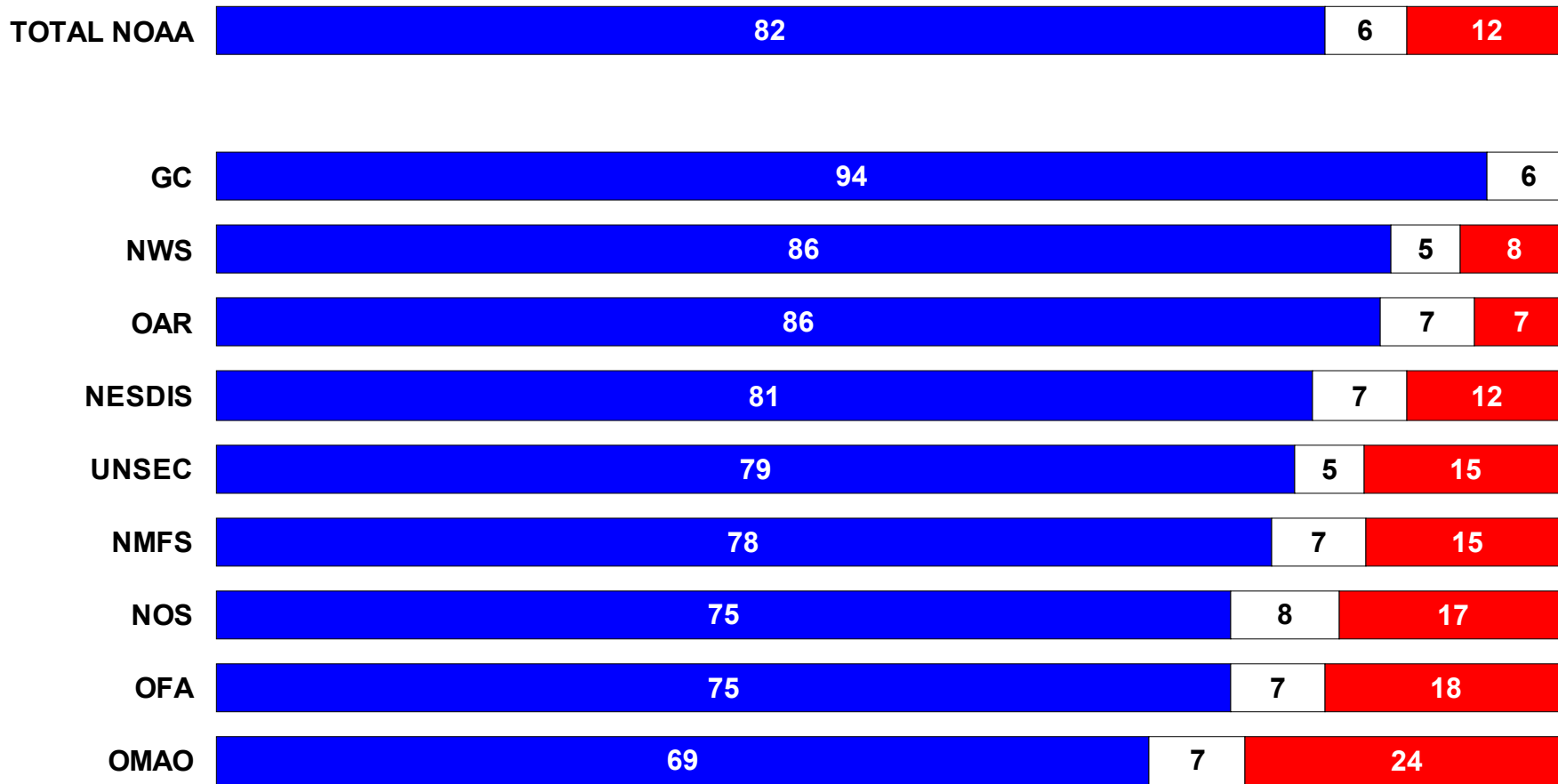
Supervision

Q.13 Agree or Disagree: My last performance appraisal was on schedule.

■ % Favorable

□ % Neutral

■ % Unfavorable



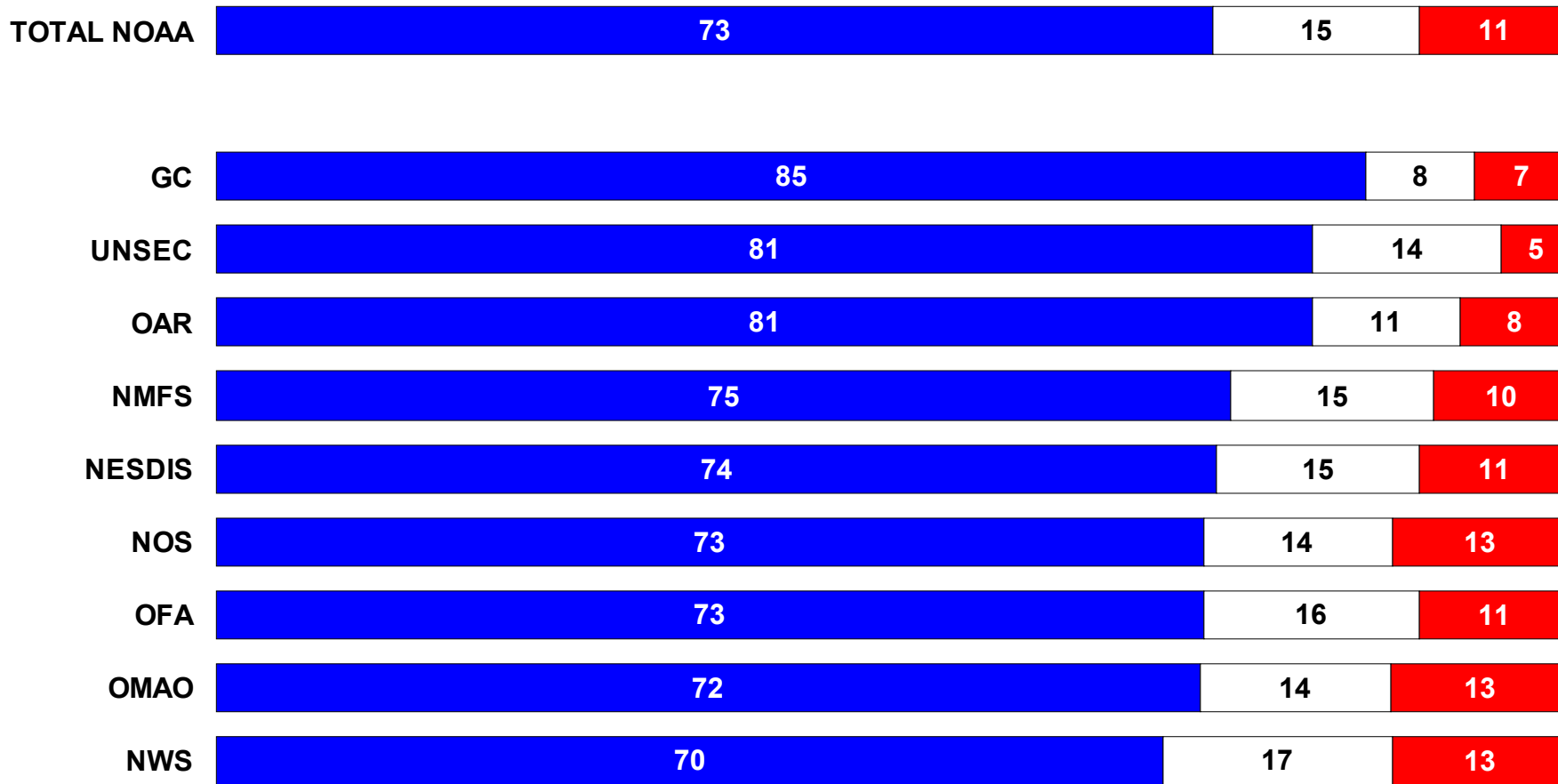
Supervision

Q.55 How would you rate the overall job done by your immediate supervisor?

■ % Favorable

□ % Neutral

■ % Unfavorable



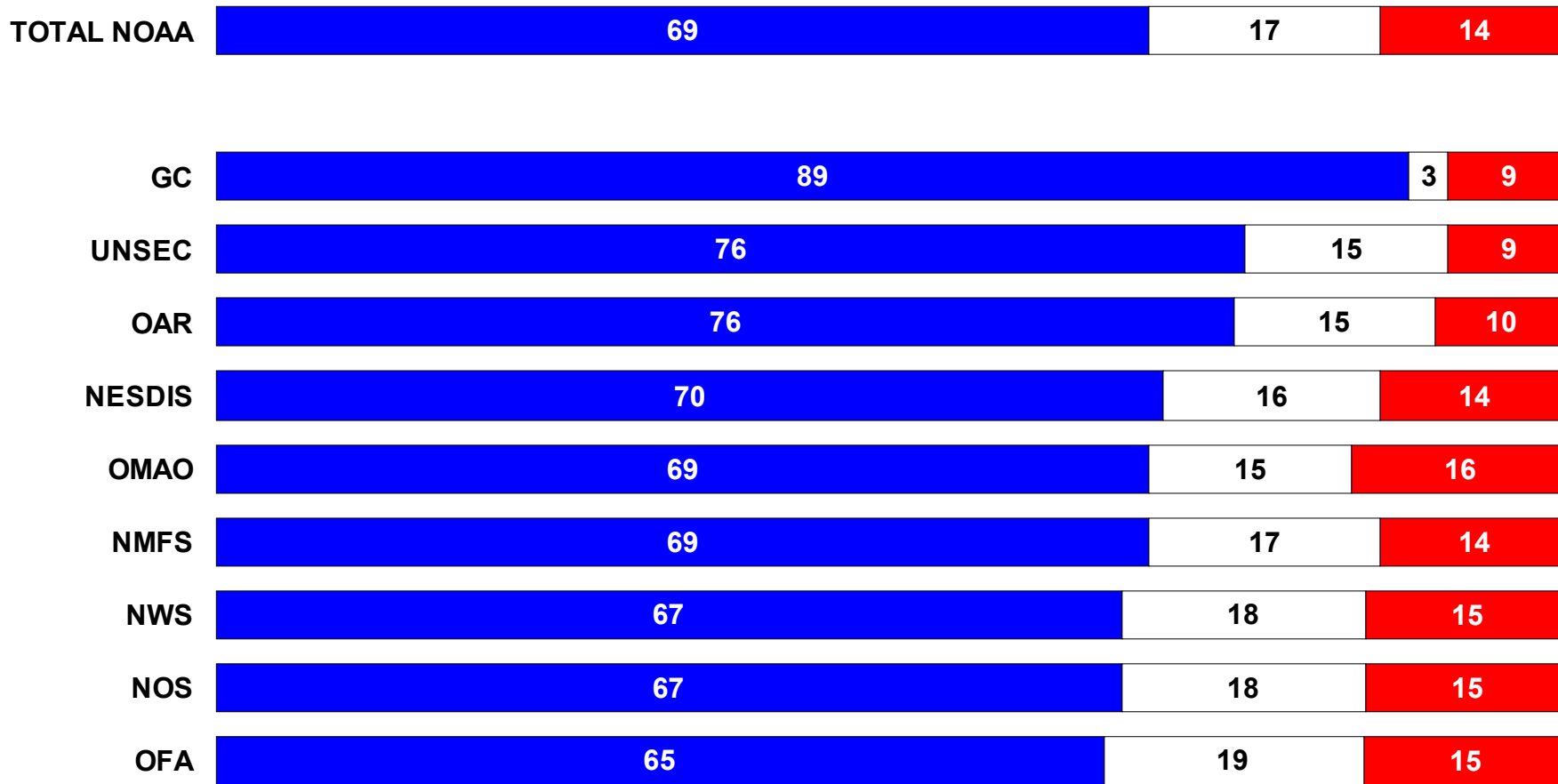
Supervision

Q.69 Agree or disagree: My immediate supervisor follows through on her/his commitments.

■ % Favorable

□ % Neutral

■ % Unfavorable



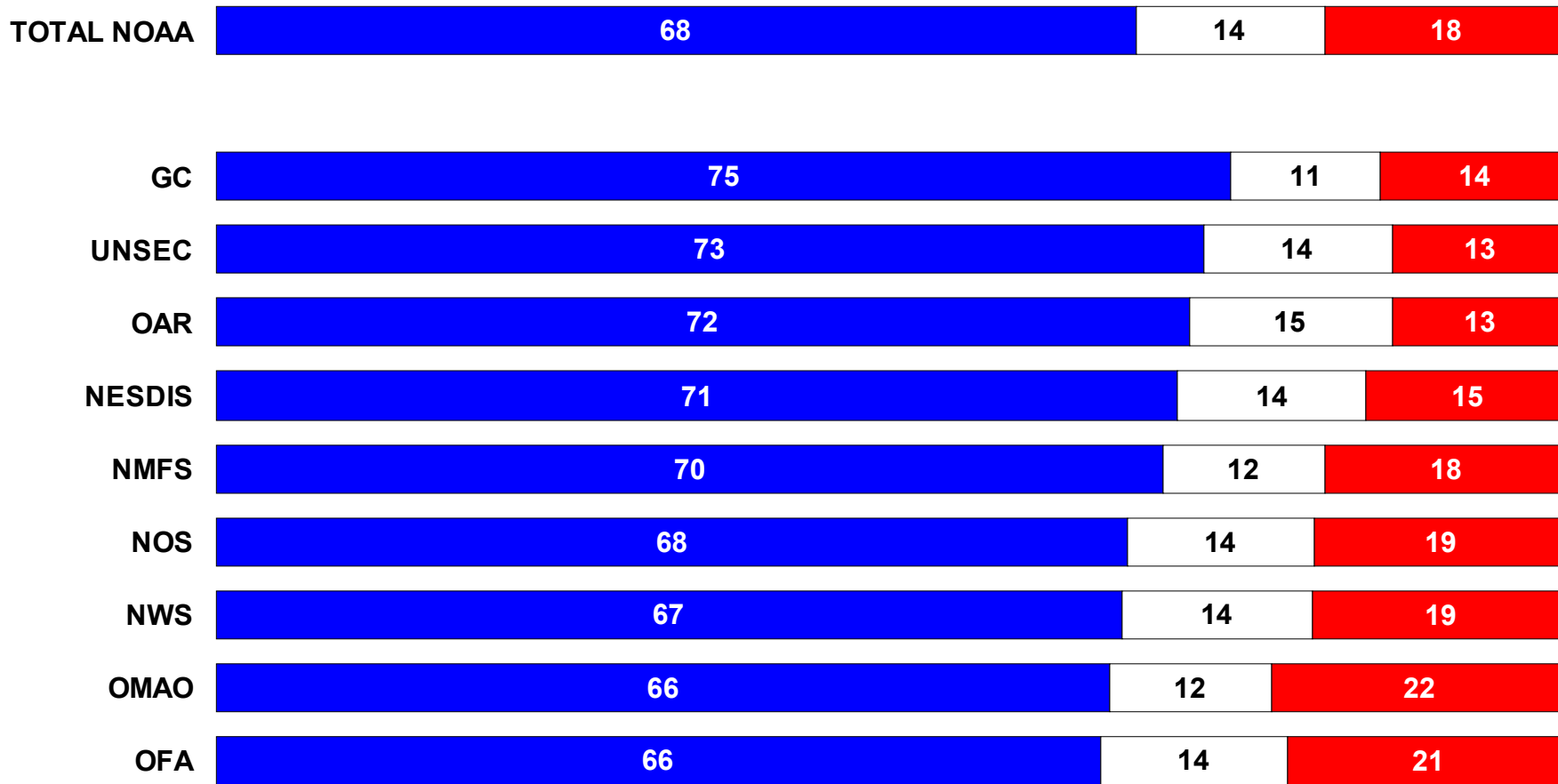
Supervision

Q.68 Agree or disagree: I am comfortable discussing my needs and concerns with my immediate supervisor.

■ % Favorable

□ % Neutral

■ % Unfavorable



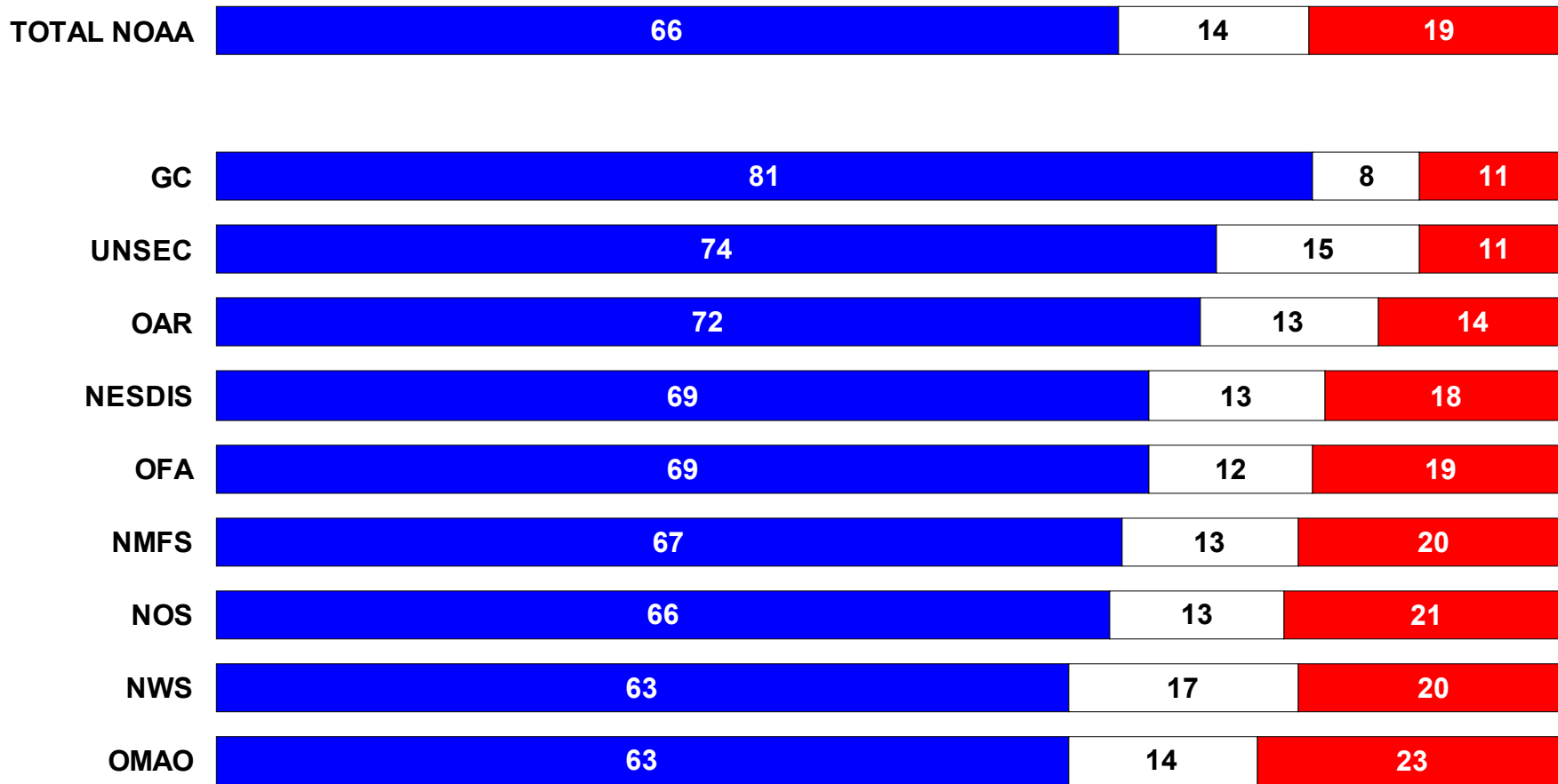
Supervision

Q.62 Agree or disagree: My immediate supervisor is competent in 'human relations' (dealing with the people who work for him/her).

■ % Favorable

□ % Neutral

■ % Unfavorable



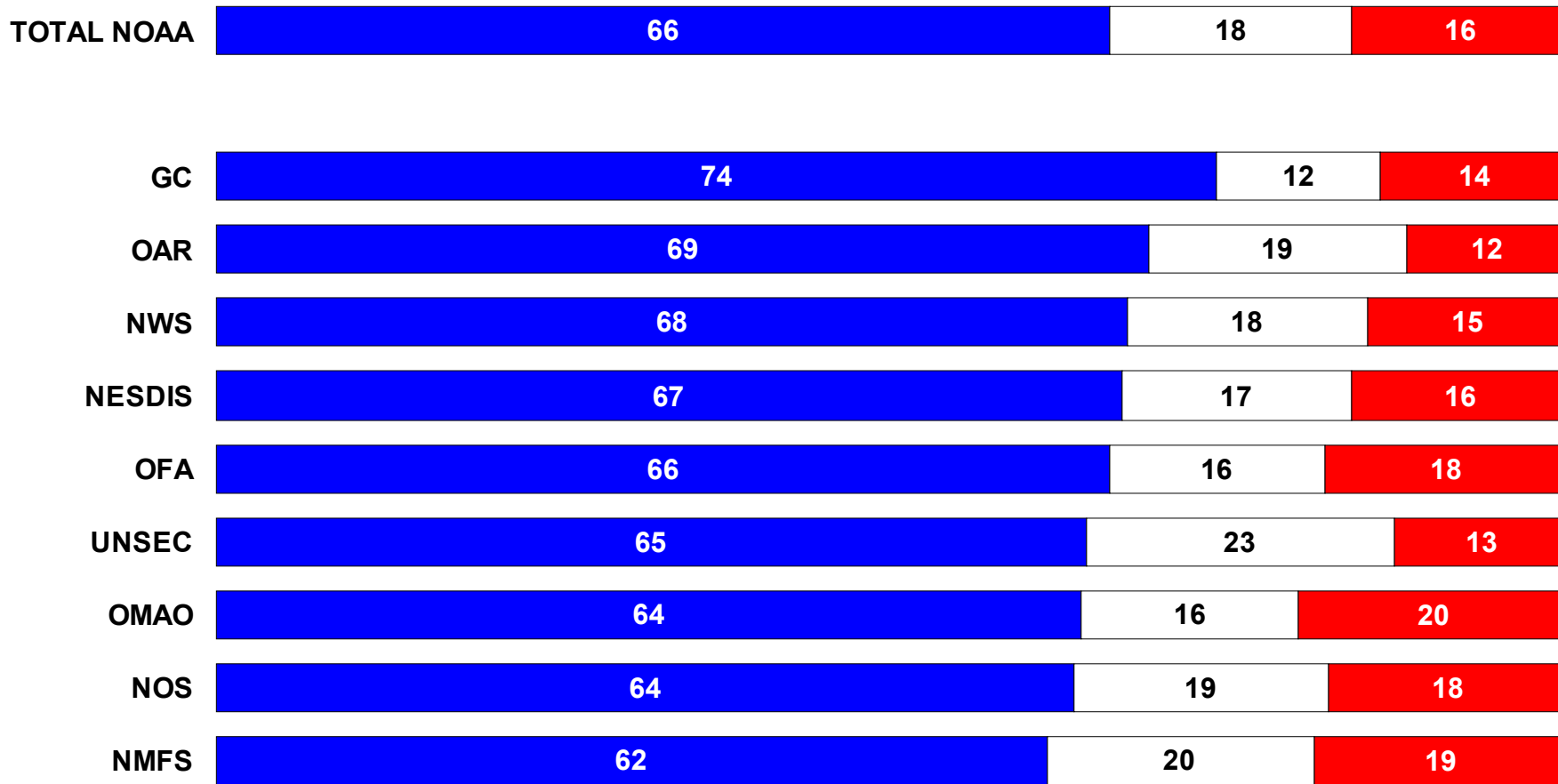
Supervision

Q.66 Agree or disagree: My immediate supervisor communicates clearly what is expected of me in terms of job performance.

■ % Favorable

□ % Neutral

■ % Unfavorable



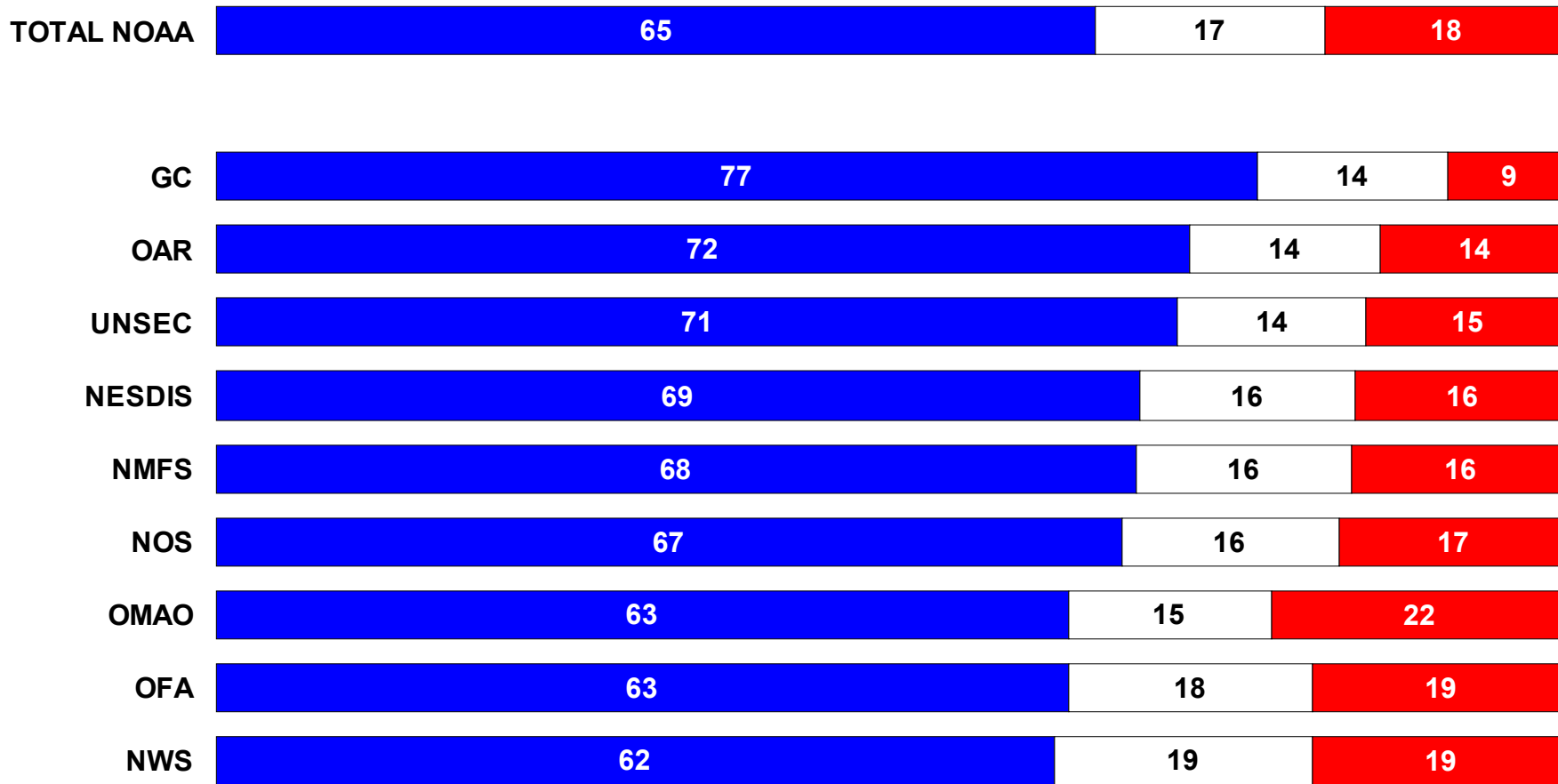
Supervision

Q.70 Agree or disagree: I can depend on my immediate supervisor to support me in the face of opposition.

■ % Favorable

□ % Neutral

■ % Unfavorable



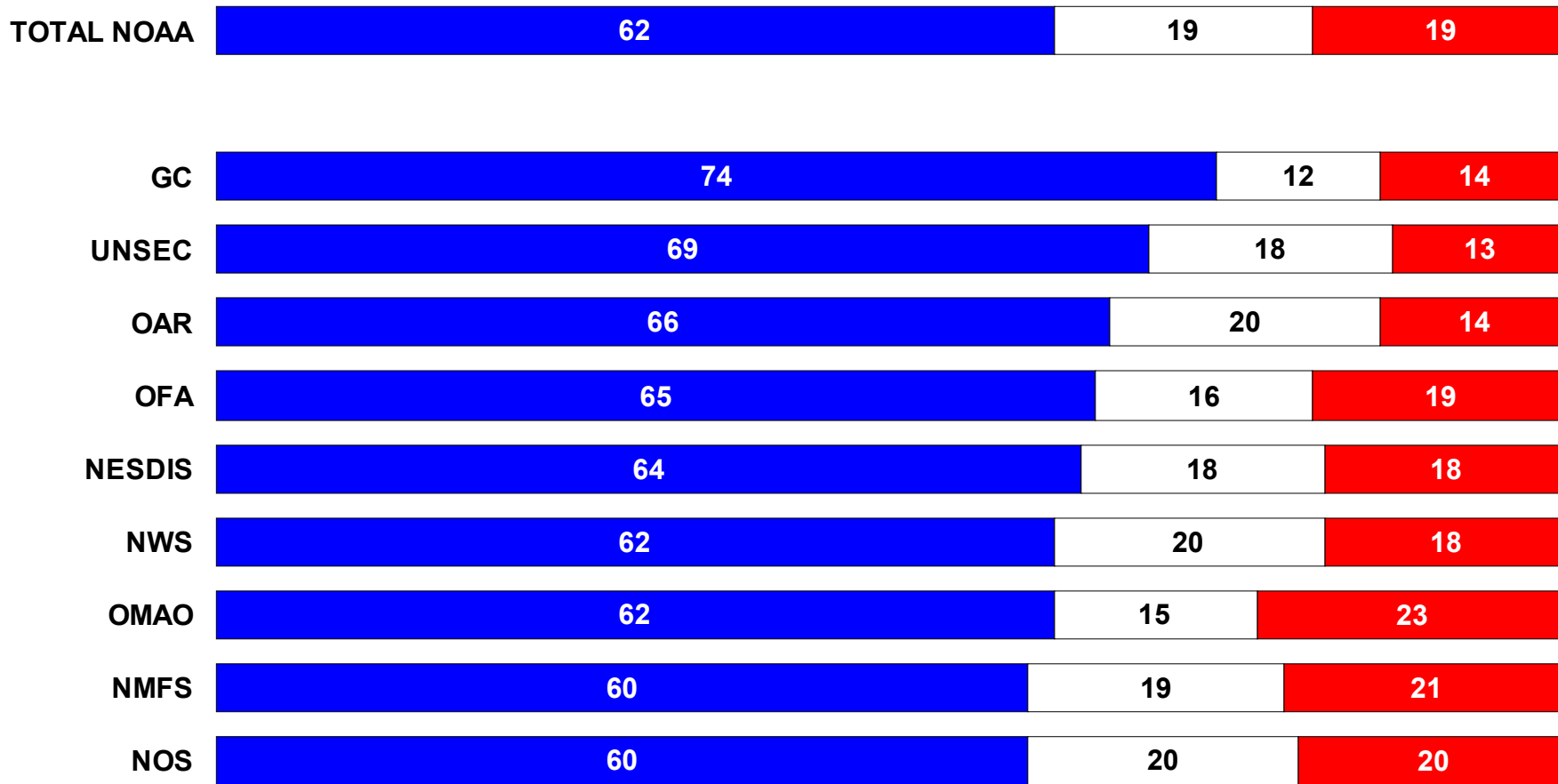
Supervision

Q.65 Agree or disagree: My immediate supervisor provides me with sufficient, timely, constructive feedback to improve my job performance.

■ % Favorable

□ % Neutral

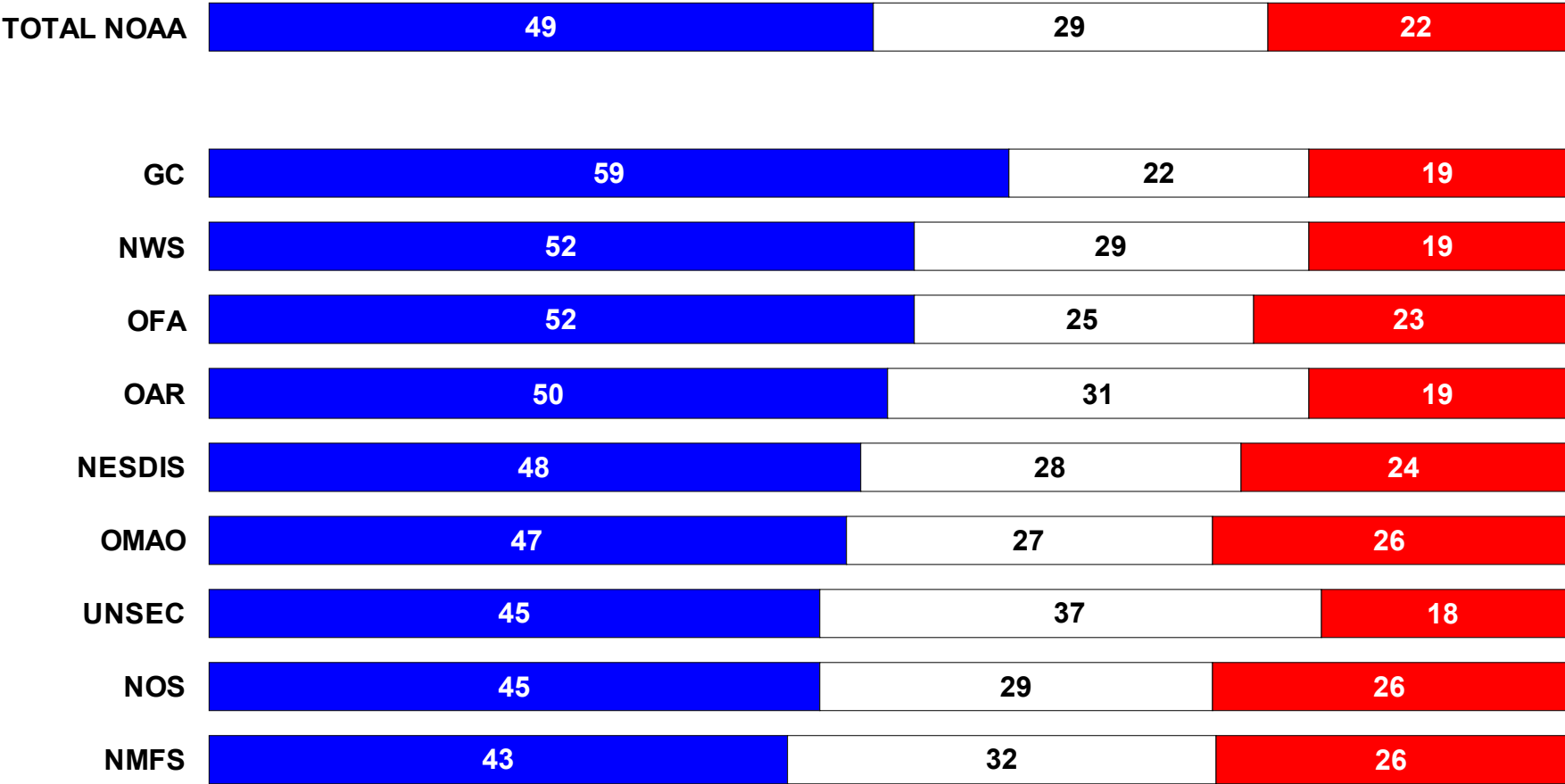
■ % Unfavorable



Supervision

Q.14 Agree or Disagree: My last performance appraisal was helpful in identifying areas where I can improve my performance.

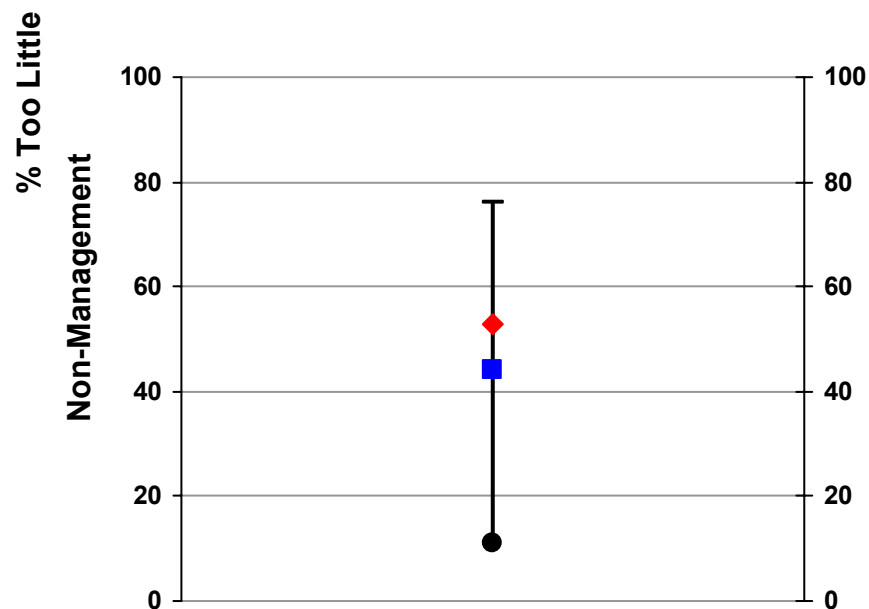
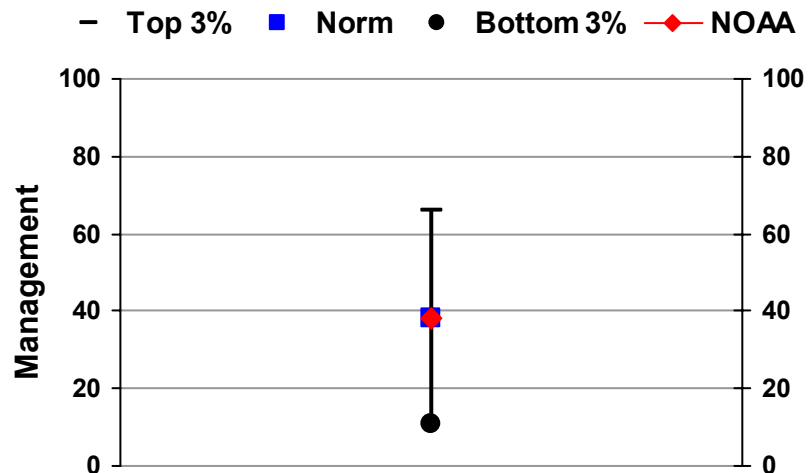
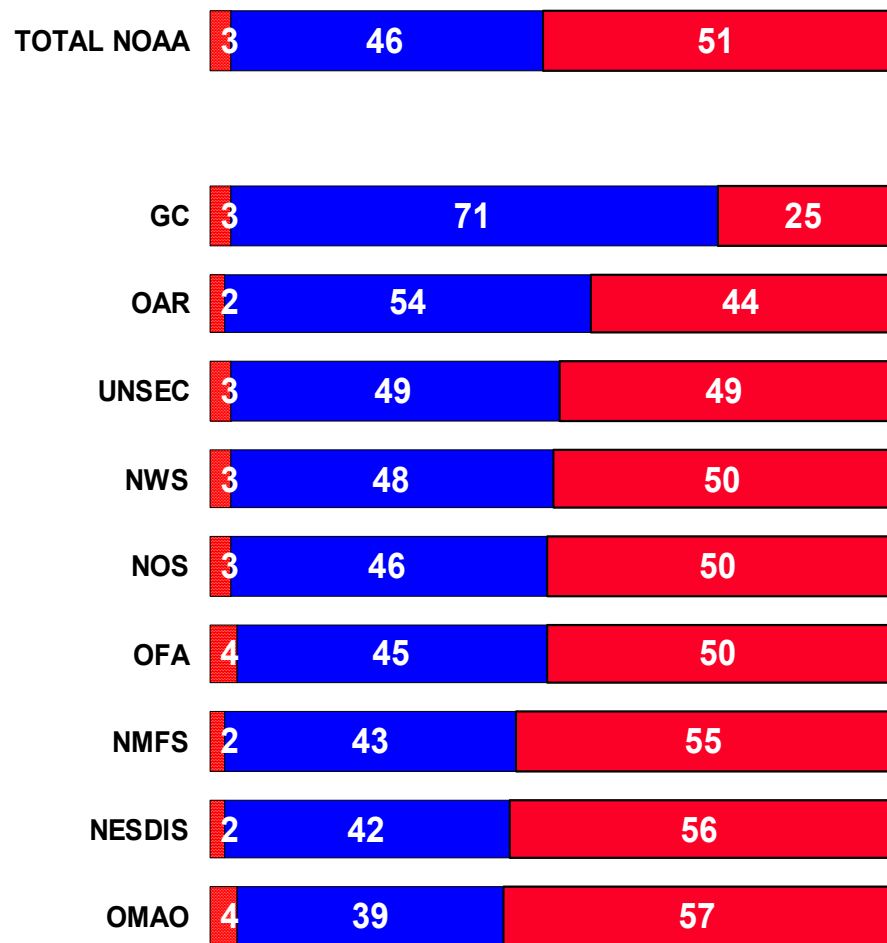
■ % Favorable □ % Neutral ■ % Unfavorable



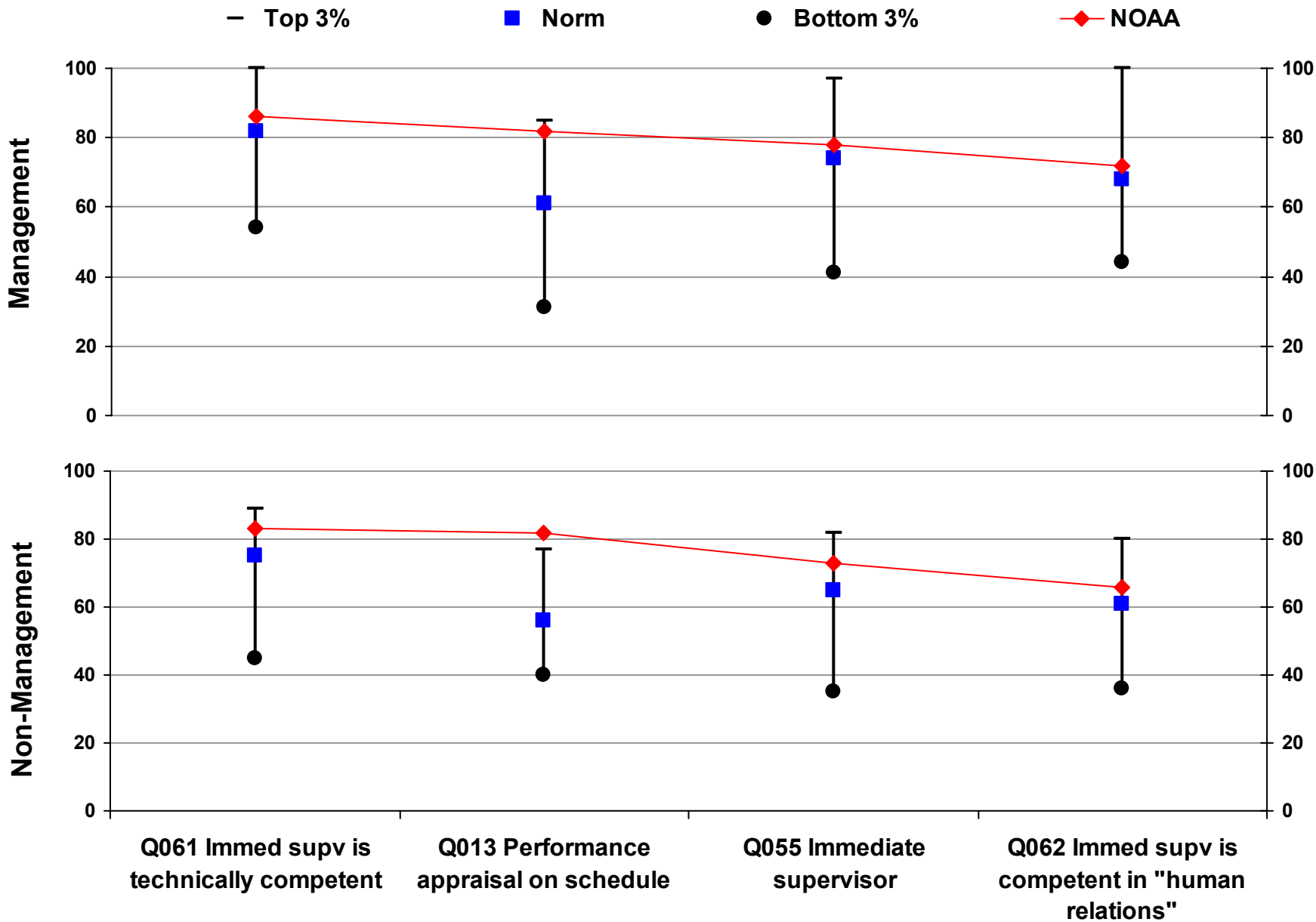
Supervision

Q.123 How do you feel about the amount of emphasis, where you work, on correcting poor employee performance?

■ % Much Too Much/Too Much
 ■ % About Right
 ■ % Too Little/Much Too Little

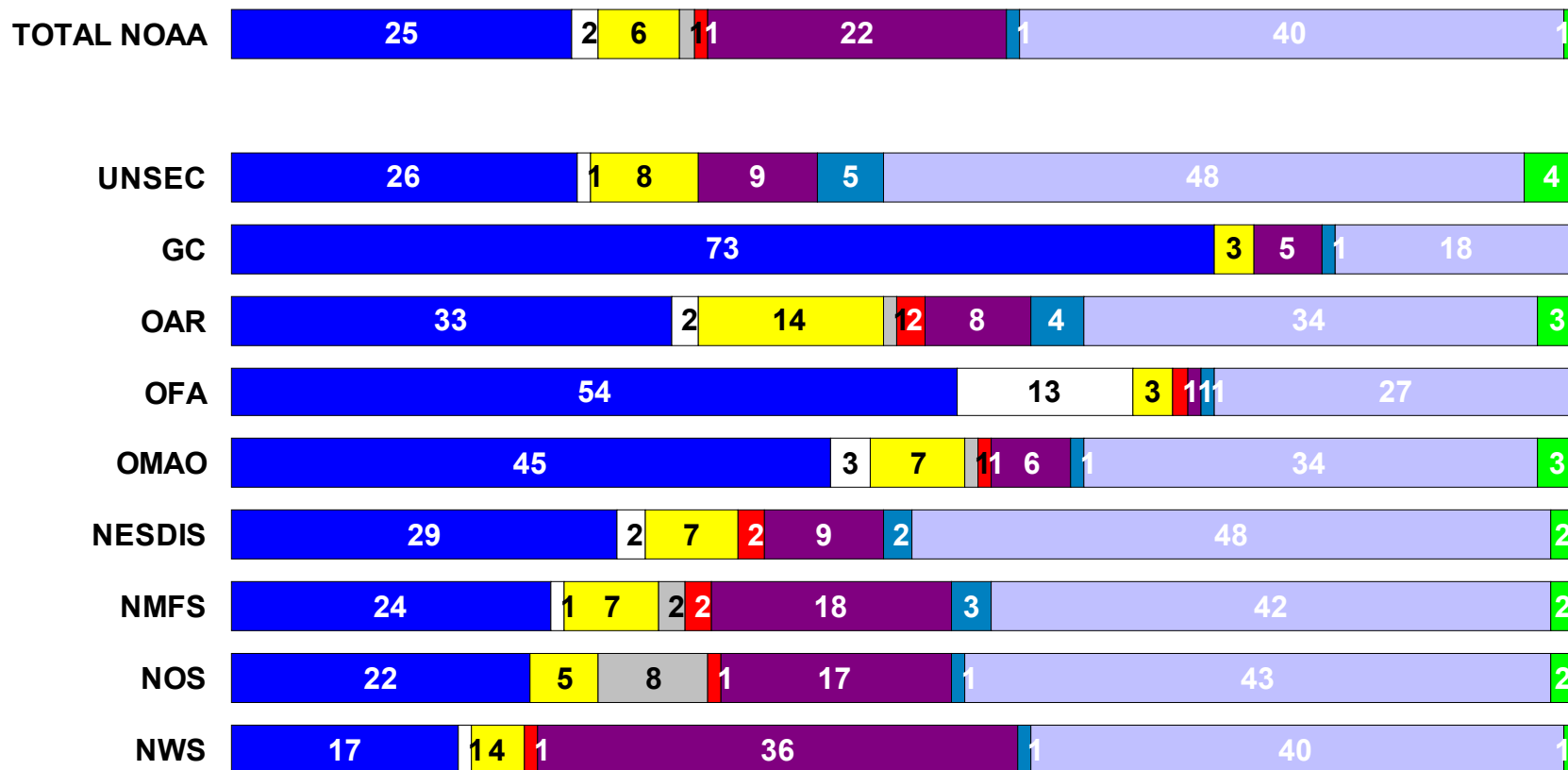
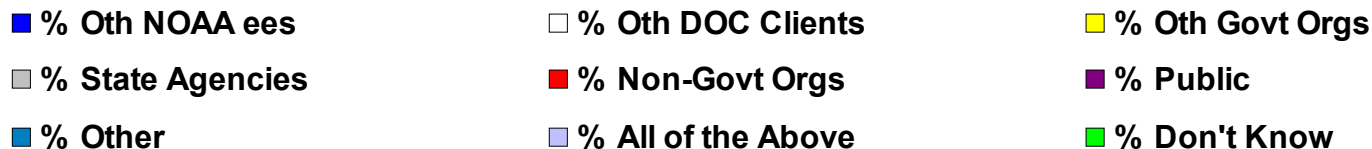


Supervision - Normative Comparison



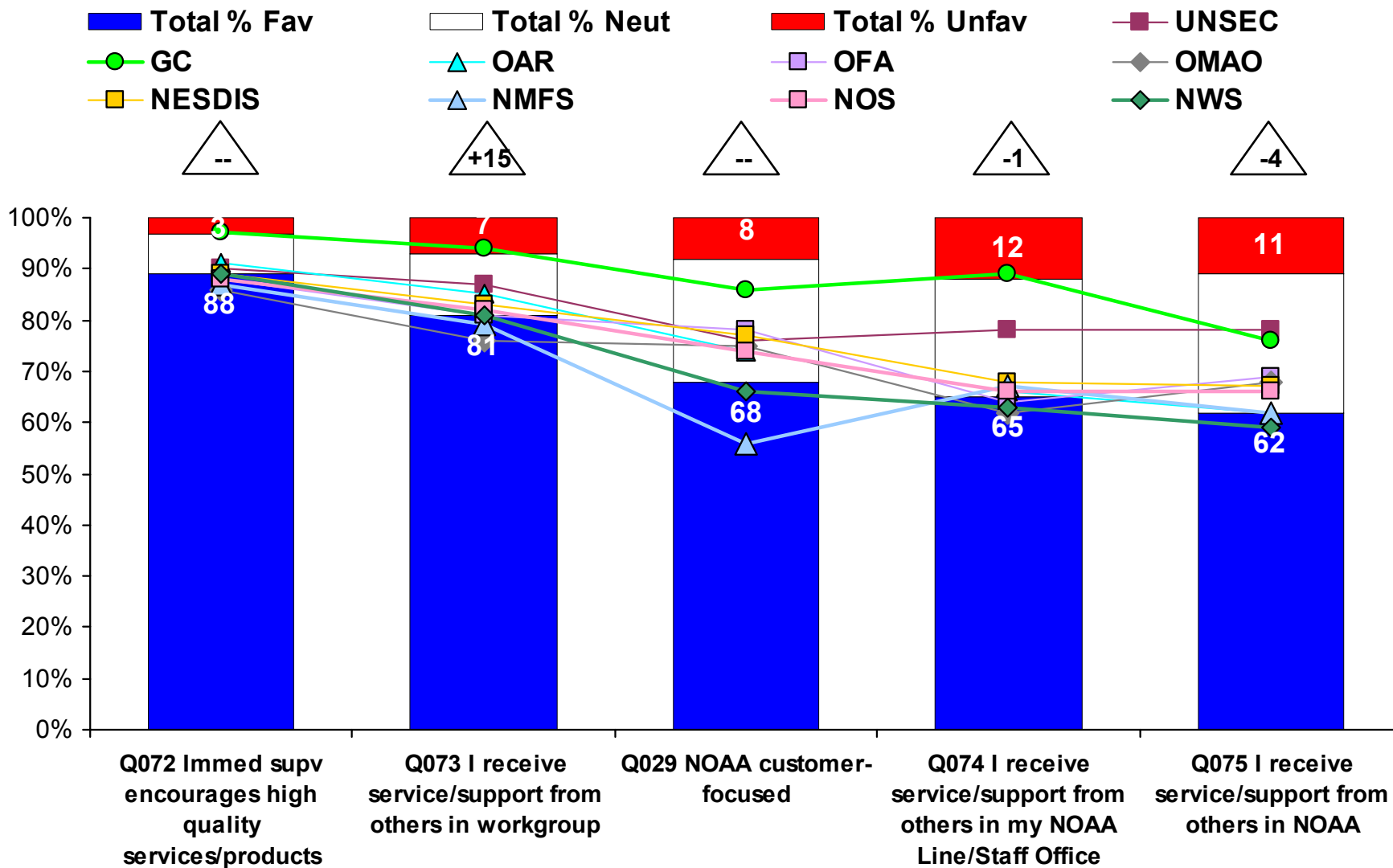
Customer Focus

Q.71 Who are the primary customers you serve in your current job?



Customer Focus: Internal

Ranked by % Favorable



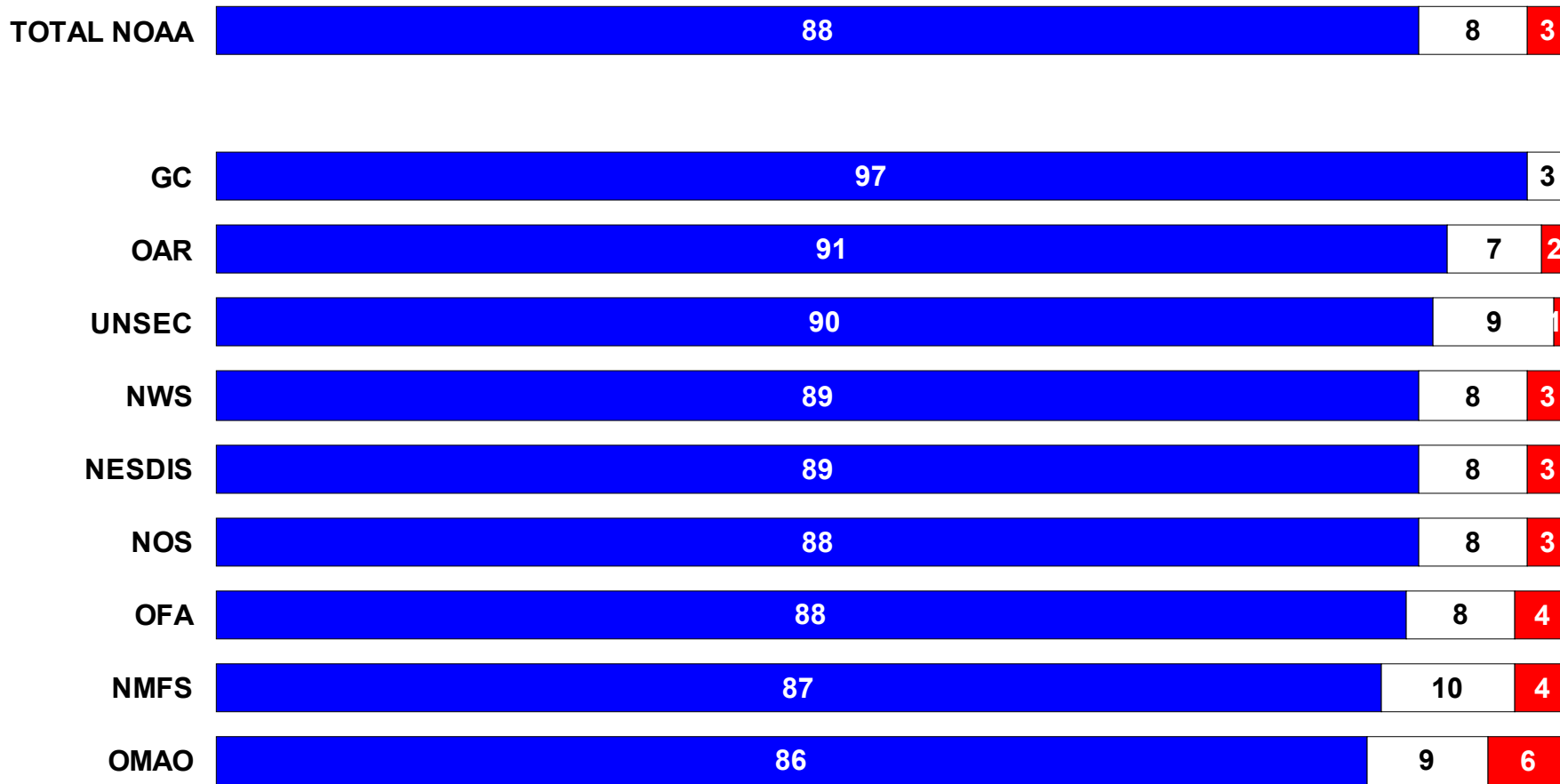
Customer Focus: Internal

Q.72 Agree or disagree: My immediate supervisor encourages me to provide high quality services/products to other NOAA employees.

■ % Favorable

□ % Neutral

■ % Unfavorable



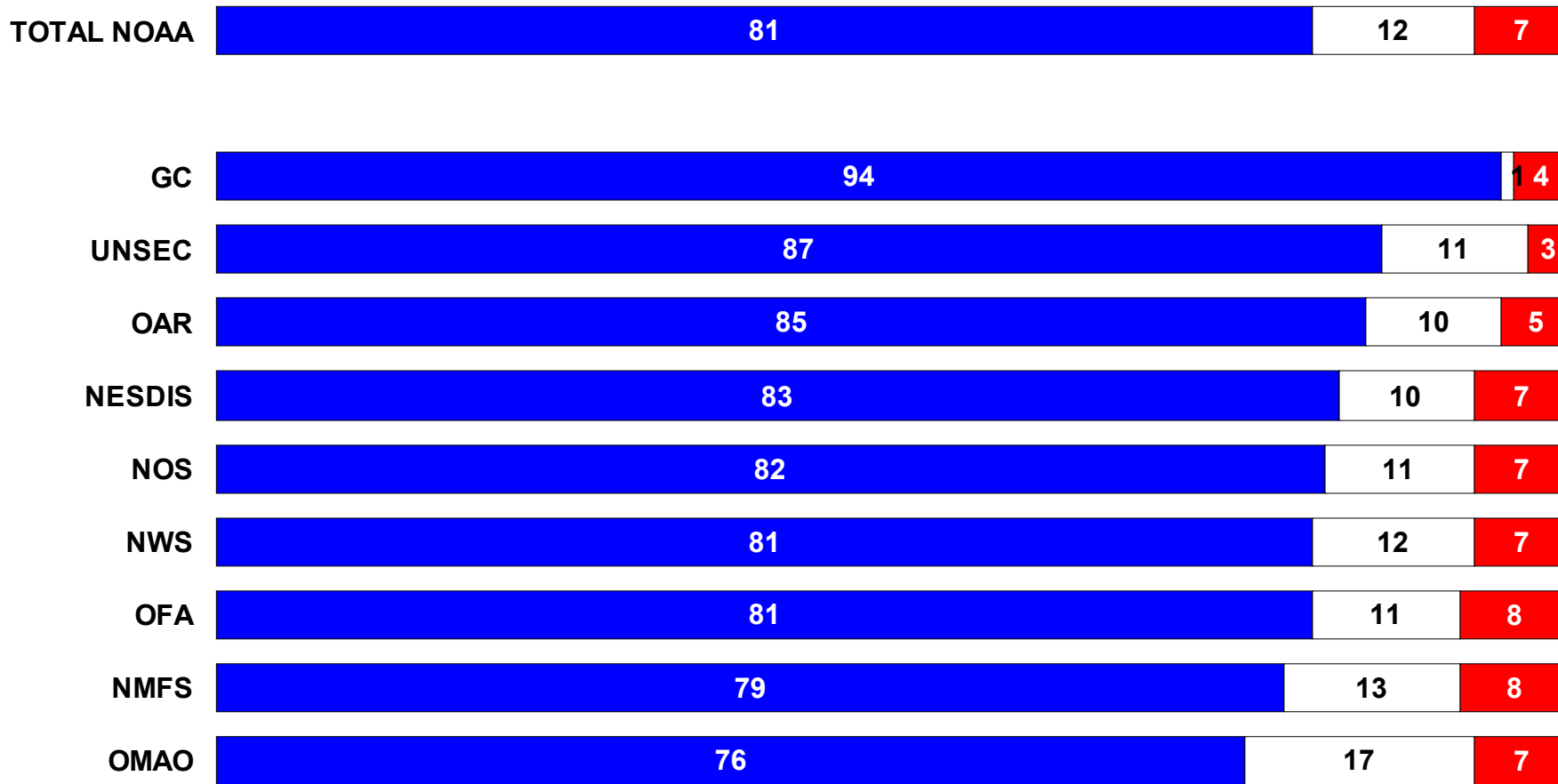
Customer Focus: Internal

Q.73 Agree or disagree: I receive good service and support from others in my workgroup on whom I depend to do my job.

■ % Favorable

□ % Neutral

■ % Unfavorable



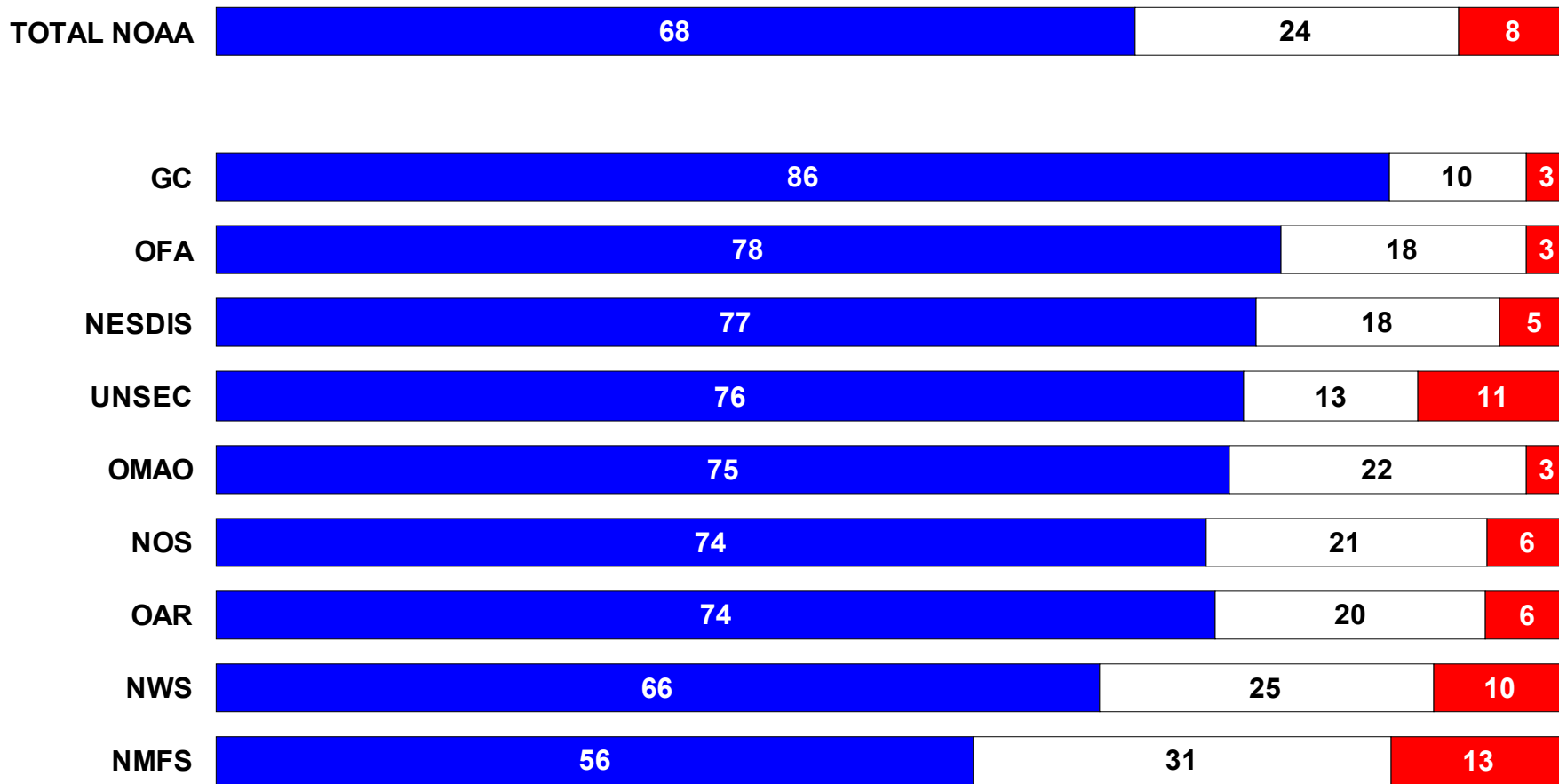
Customer Focus: Internal

Q.29 How would you rate the performance of NOAA on being customer-focused (seeking to understand and meet customers' needs)?

■ % Favorable

□ % Neutral

■ % Unfavorable



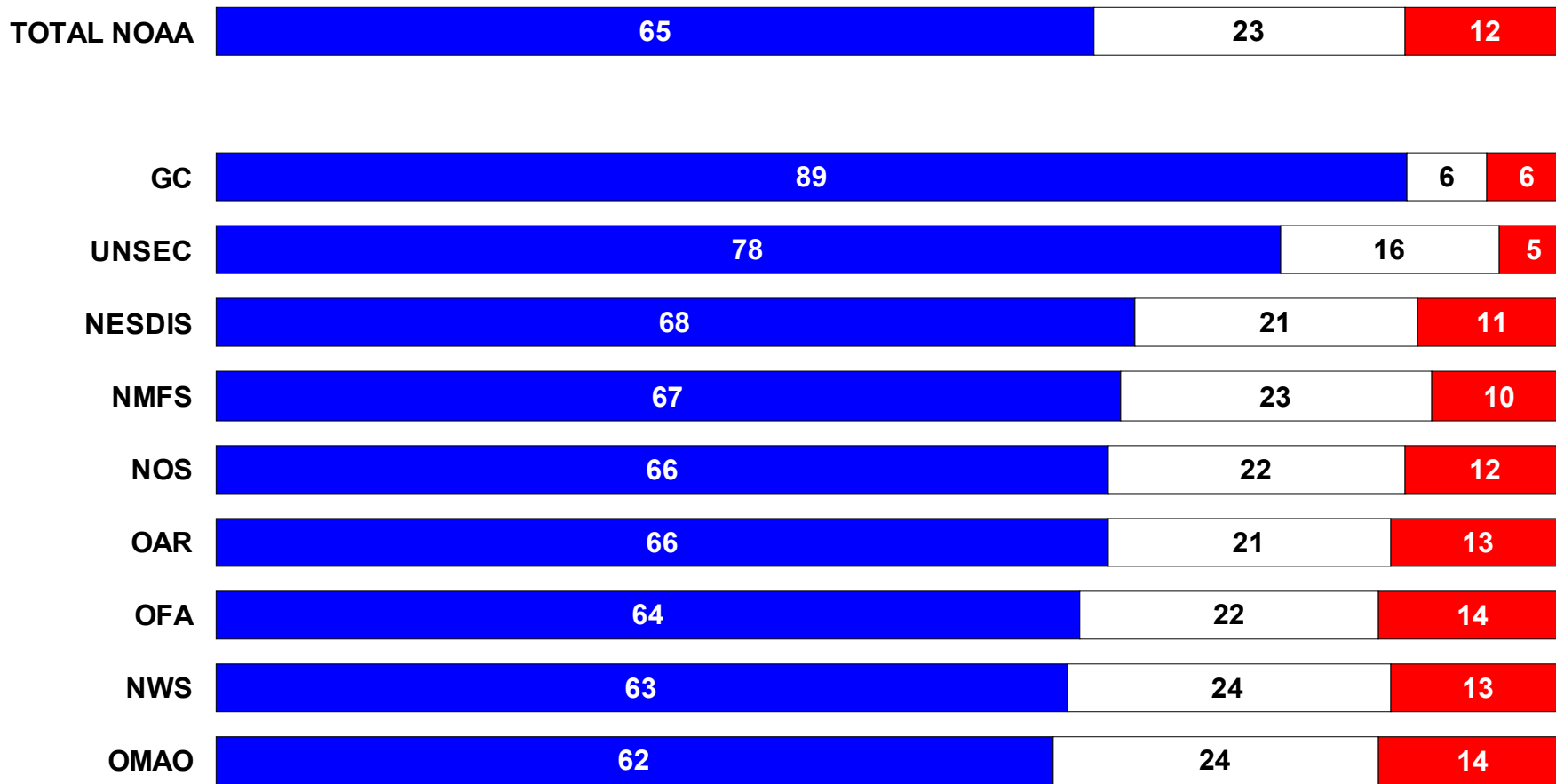
Customer Focus: Internal

Q.74 Agree or disagree: I receive good service and support from others in my NOAA Line/Staff Office on whom I depend to do my job.

■ % Favorable

□ % Neutral

■ % Unfavorable



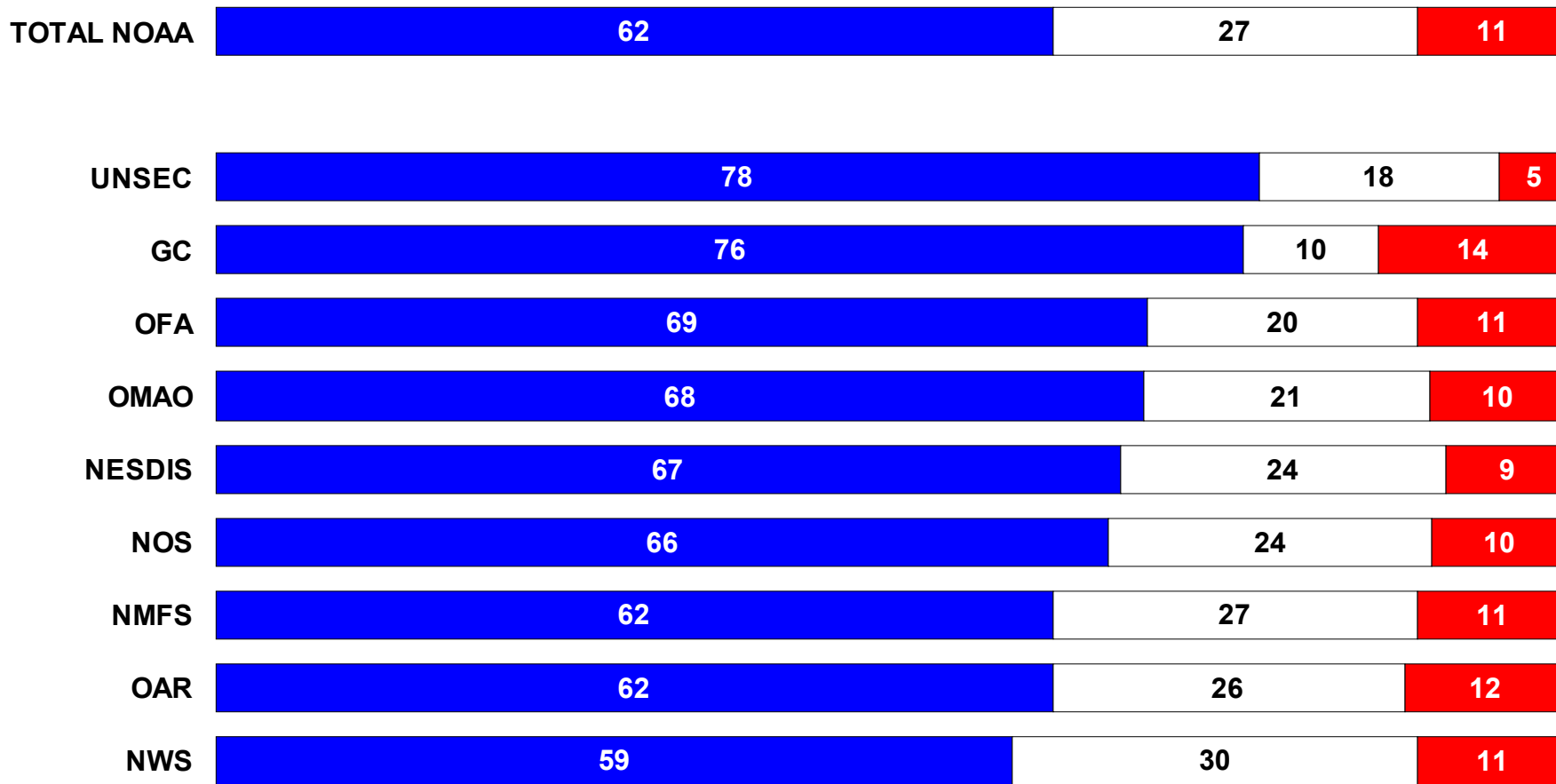
Customer Focus: Internal

Q.75 Agree or disagree: I receive good service and support from others in NOAA overall on whom I depend to do my job.

■ % Favorable

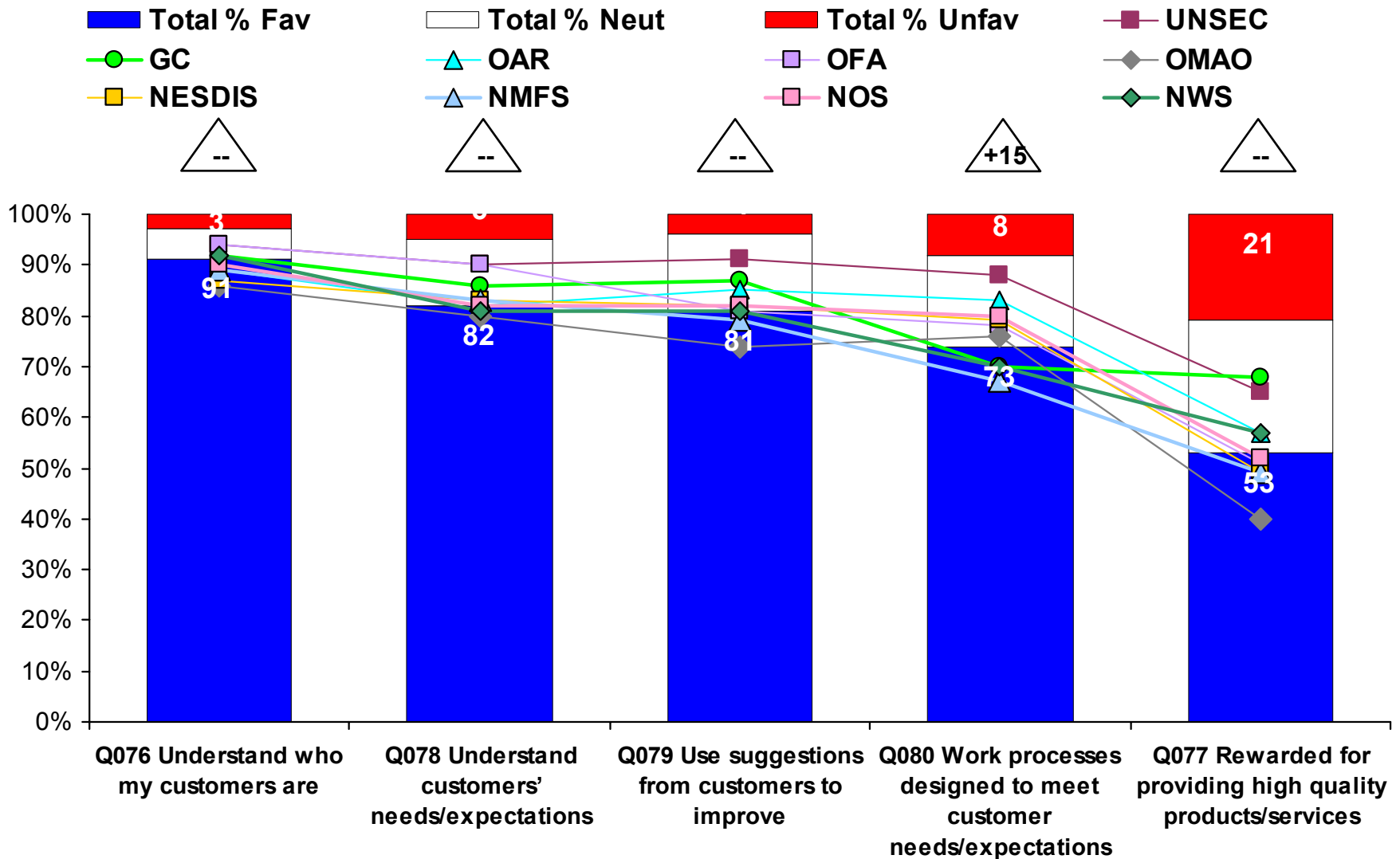
□ % Neutral

■ % Unfavorable



Customer Focus: External

Ranked by % Favorable



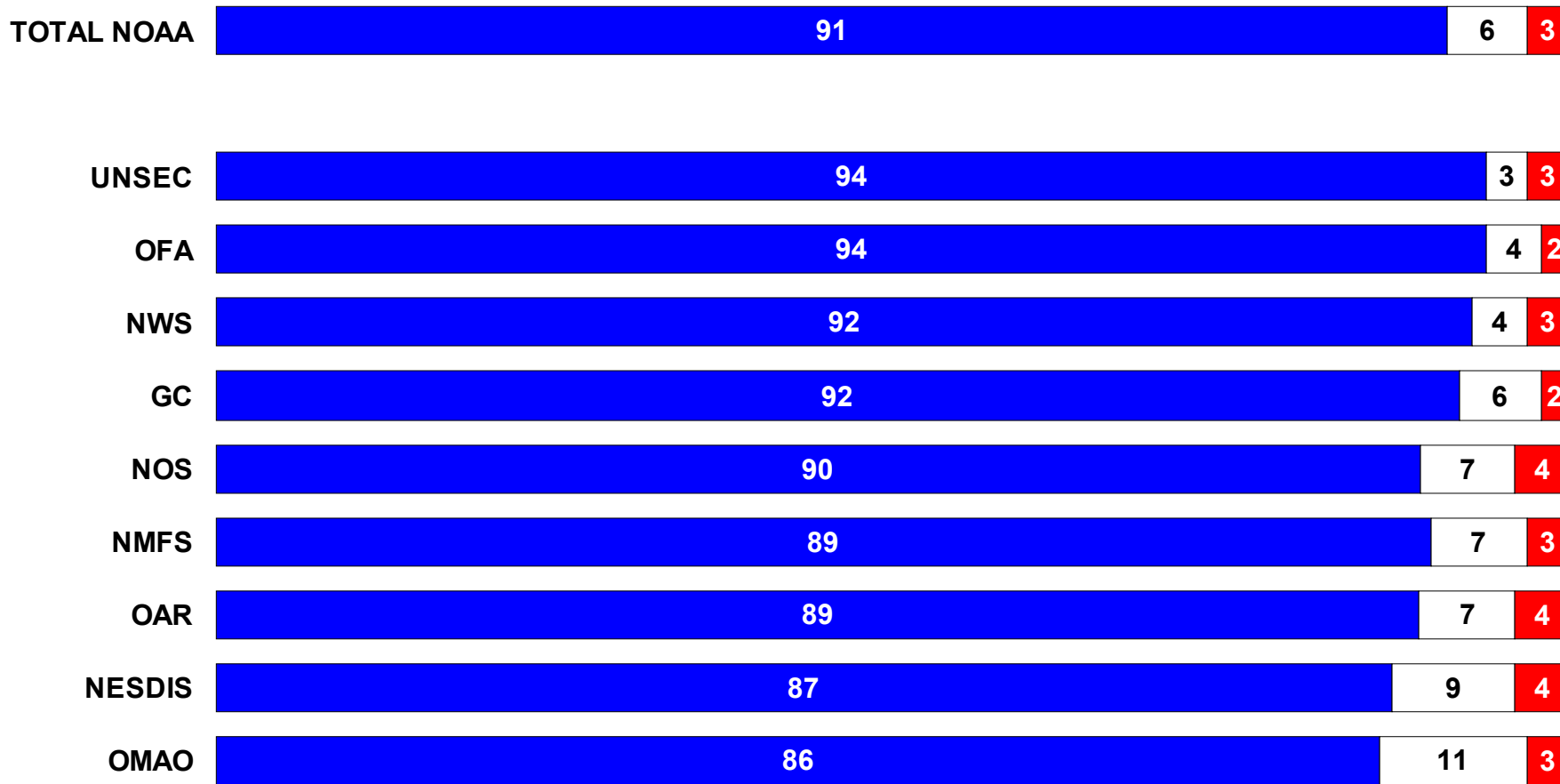
Customer Focus: External

Q.76 Agree or disagree: I have a good understanding of who my customers are.

■ % Favorable

□ % Neutral

■ % Unfavorable



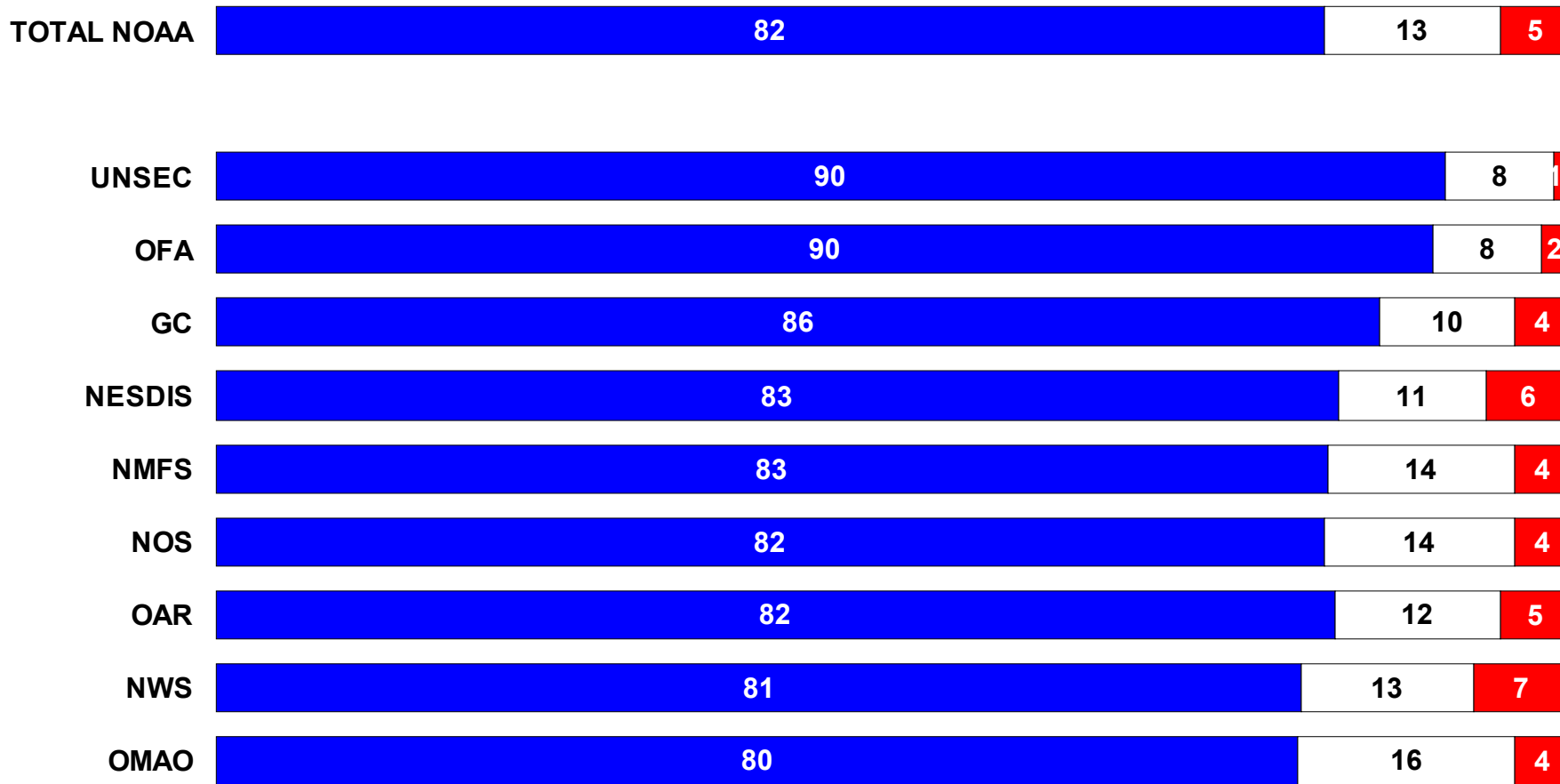
Customer Focus: External

Q.78 Agree or disagree: I have a good understanding of my customers' needs and expectations.

■ % Favorable

□ % Neutral

■ % Unfavorable



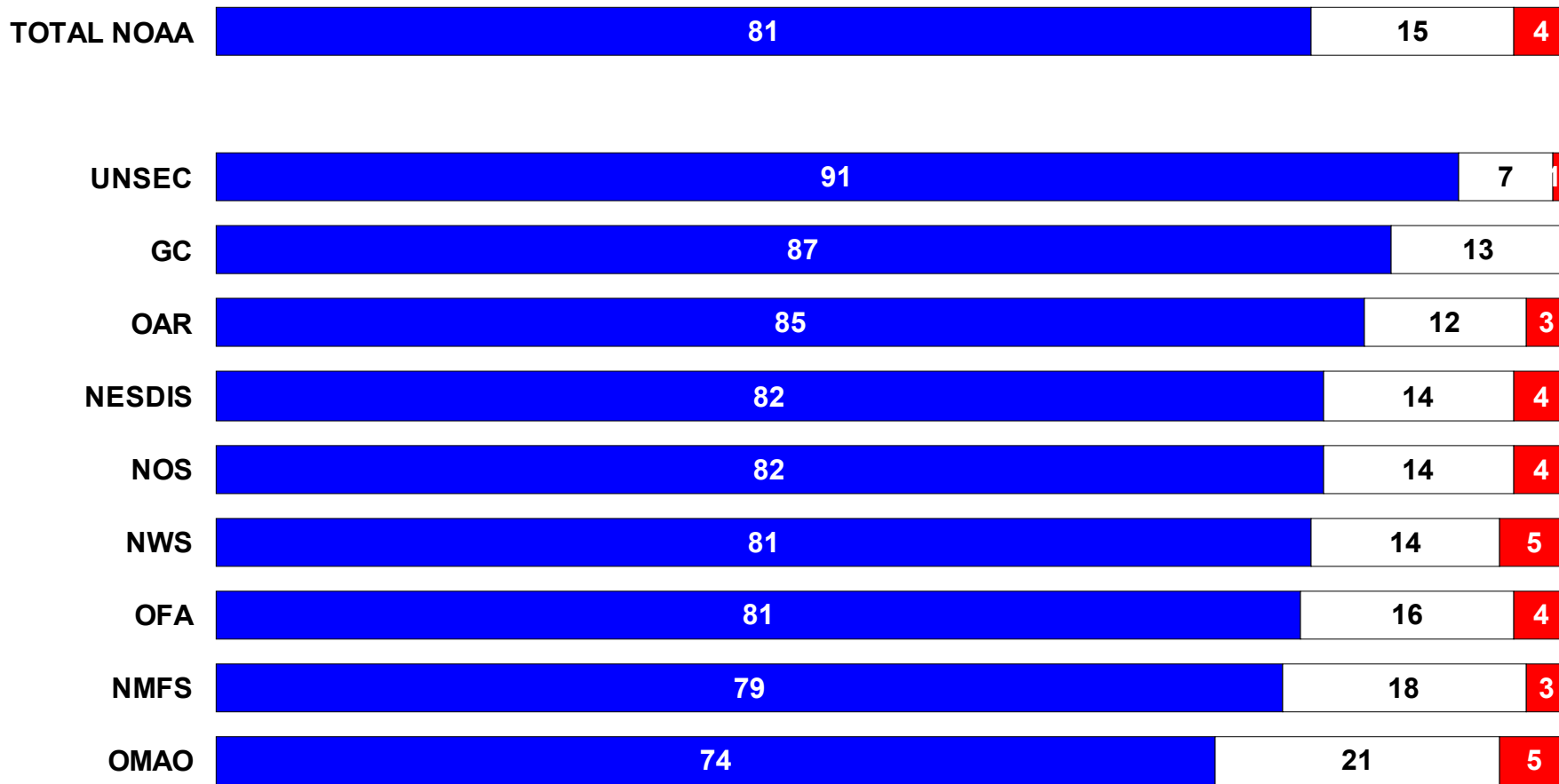
Customer Focus: External

Q.79 Agree or disagree: I use suggestions from my customers to improve the quality of the products and/or services that I provide.

■ % Favorable

□ % Neutral

■ % Unfavorable



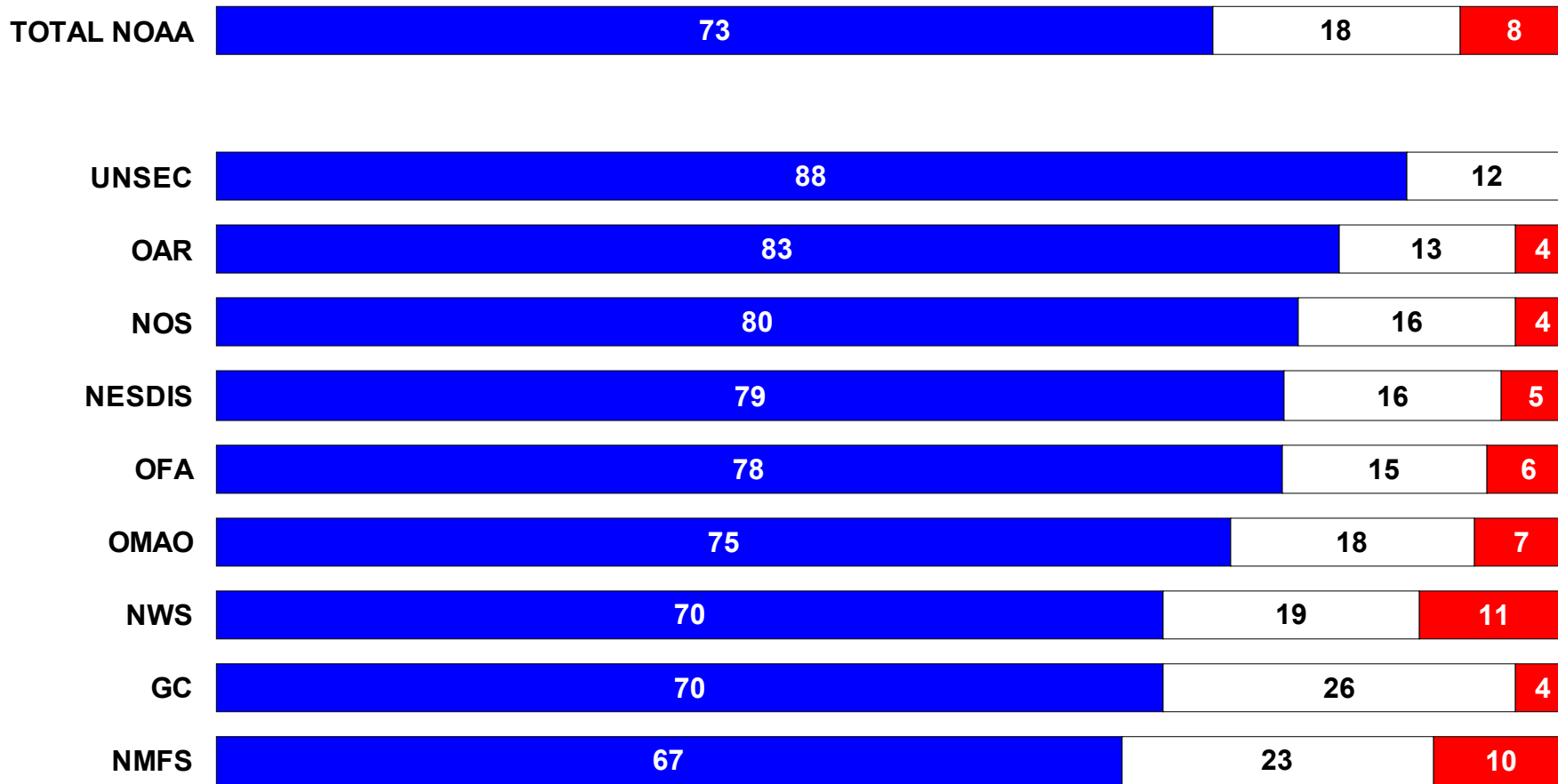
Customer Focus: External

Q.80 Agree or disagree: Products, services, and/or work processes are designed to meet customer needs and expectations.

■ % Favorable

□ % Neutral

■ % Unfavorable



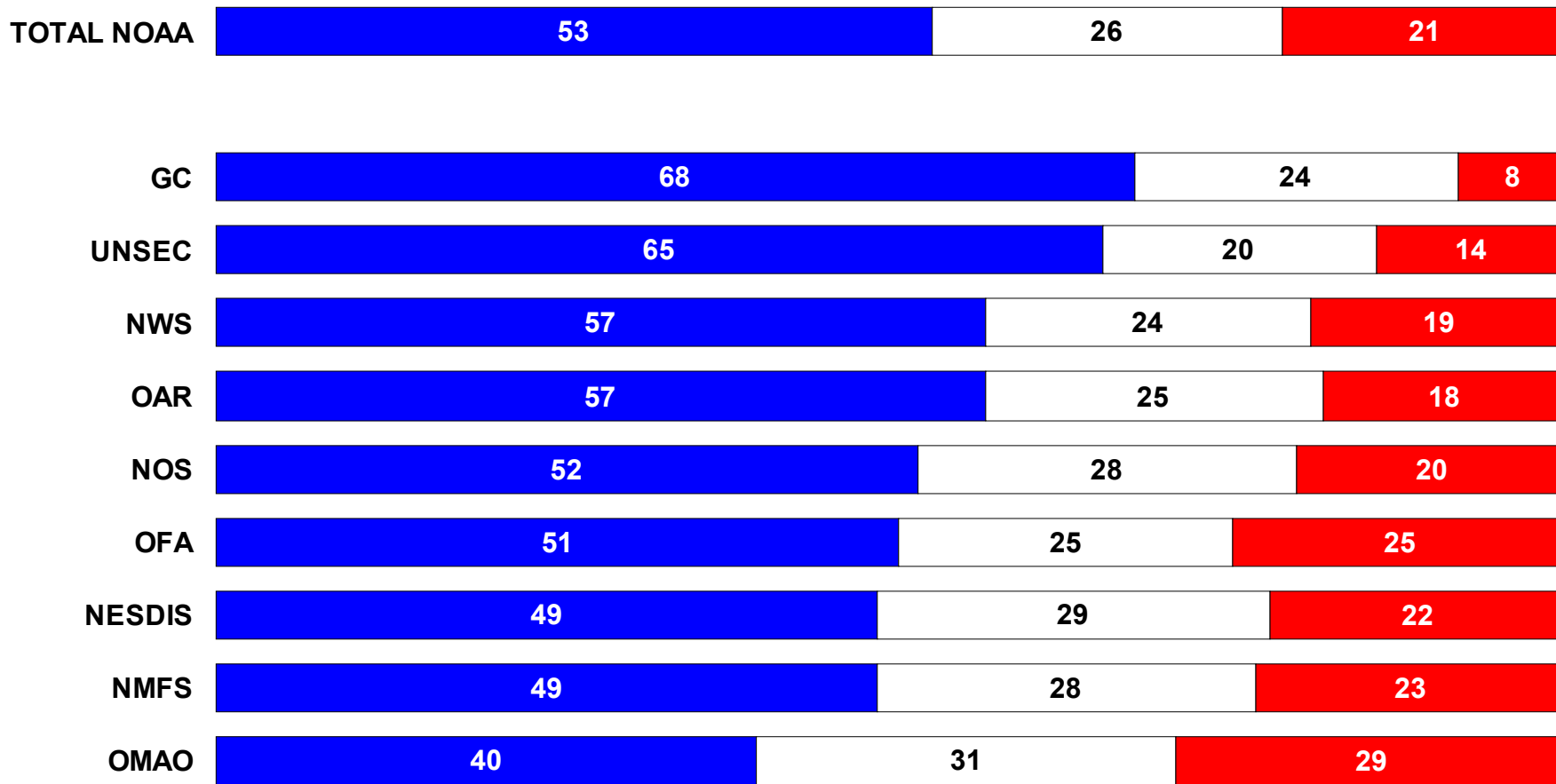
Customer Focus: External

Q.77 Agree or disagree: I am rewarded for providing high quality products and/or services to customers.

■ % Favorable

□ % Neutral

■ % Unfavorable



Customer Focus - Normative Comparison

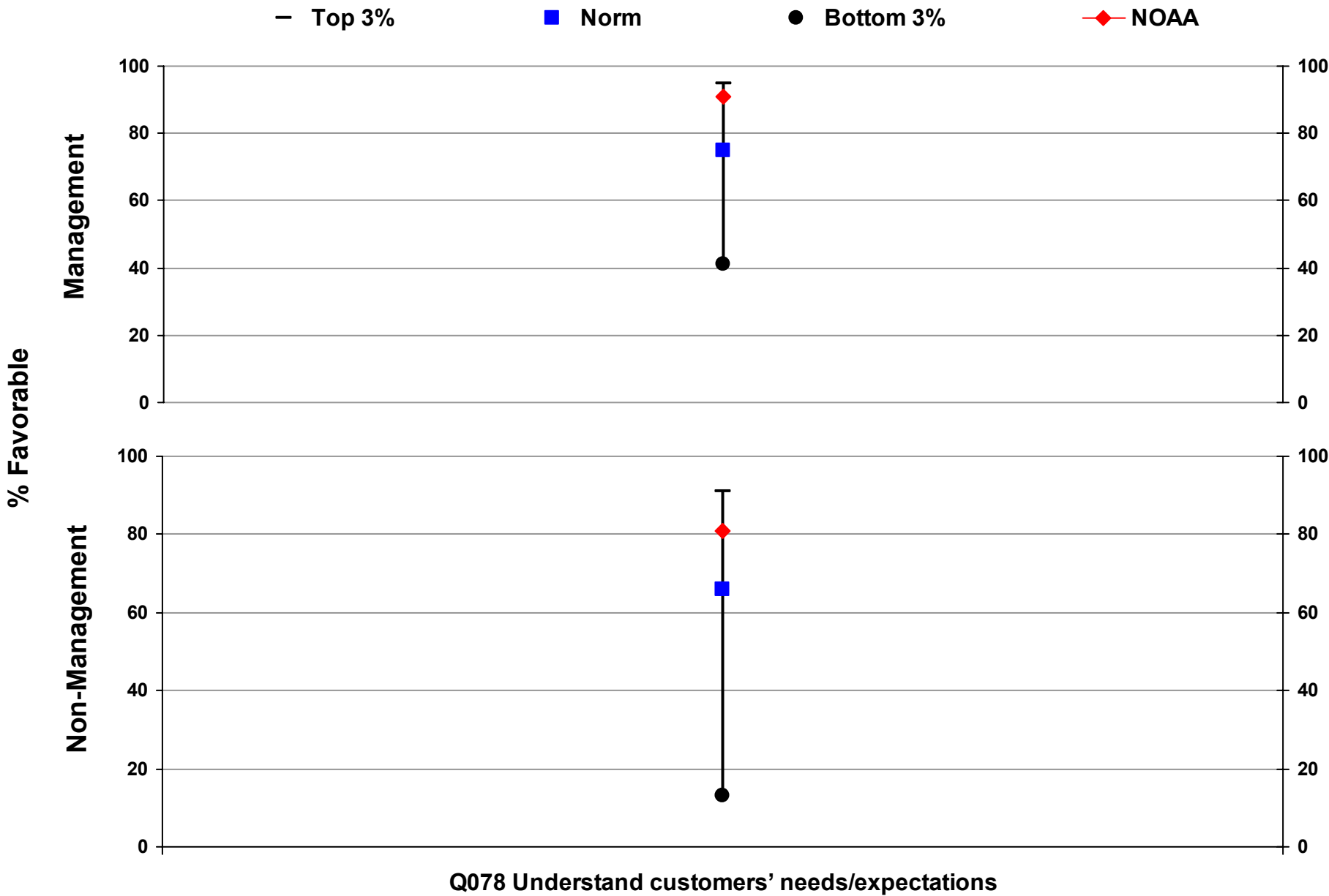


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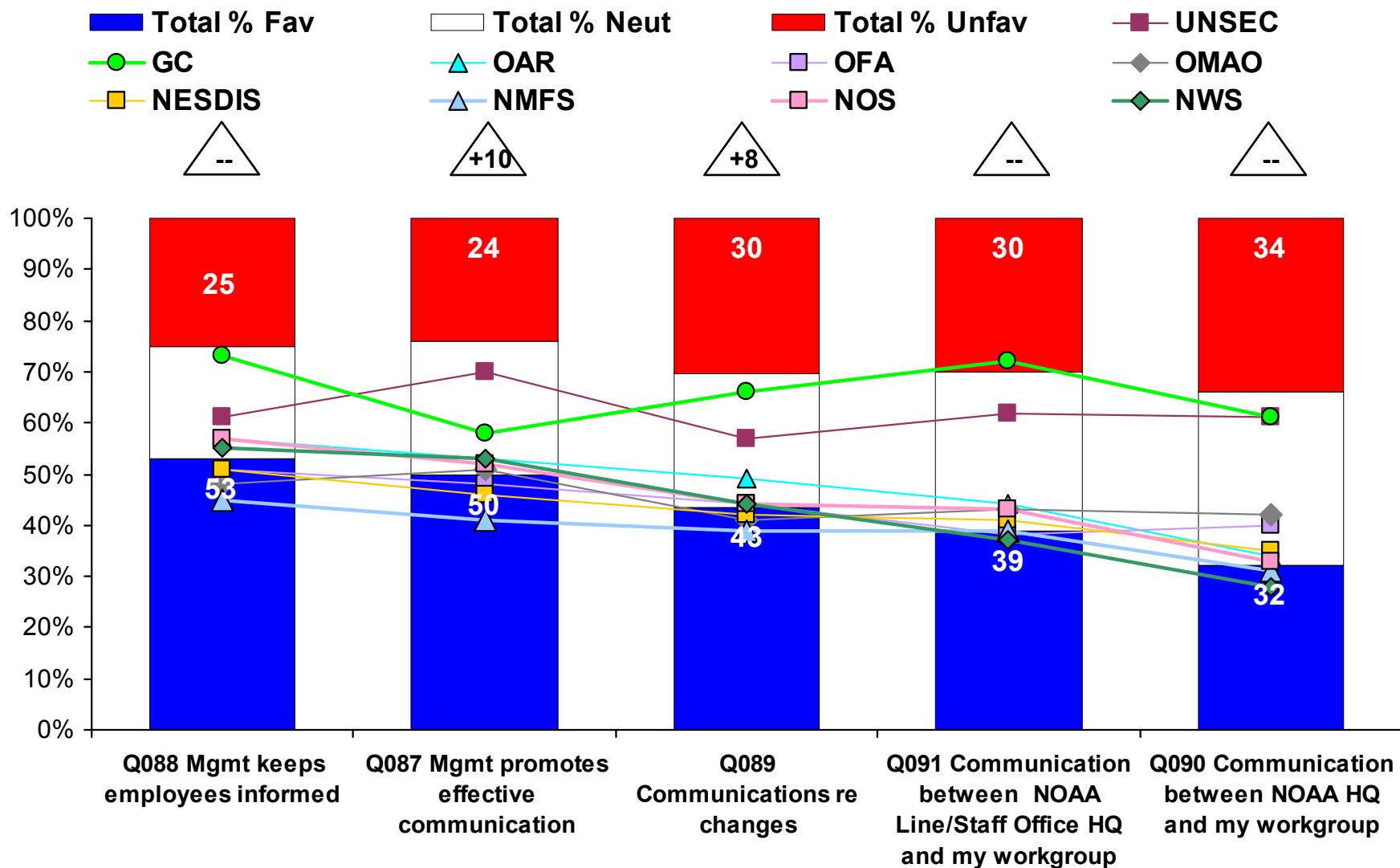
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Communication

Ranked by % Favorable



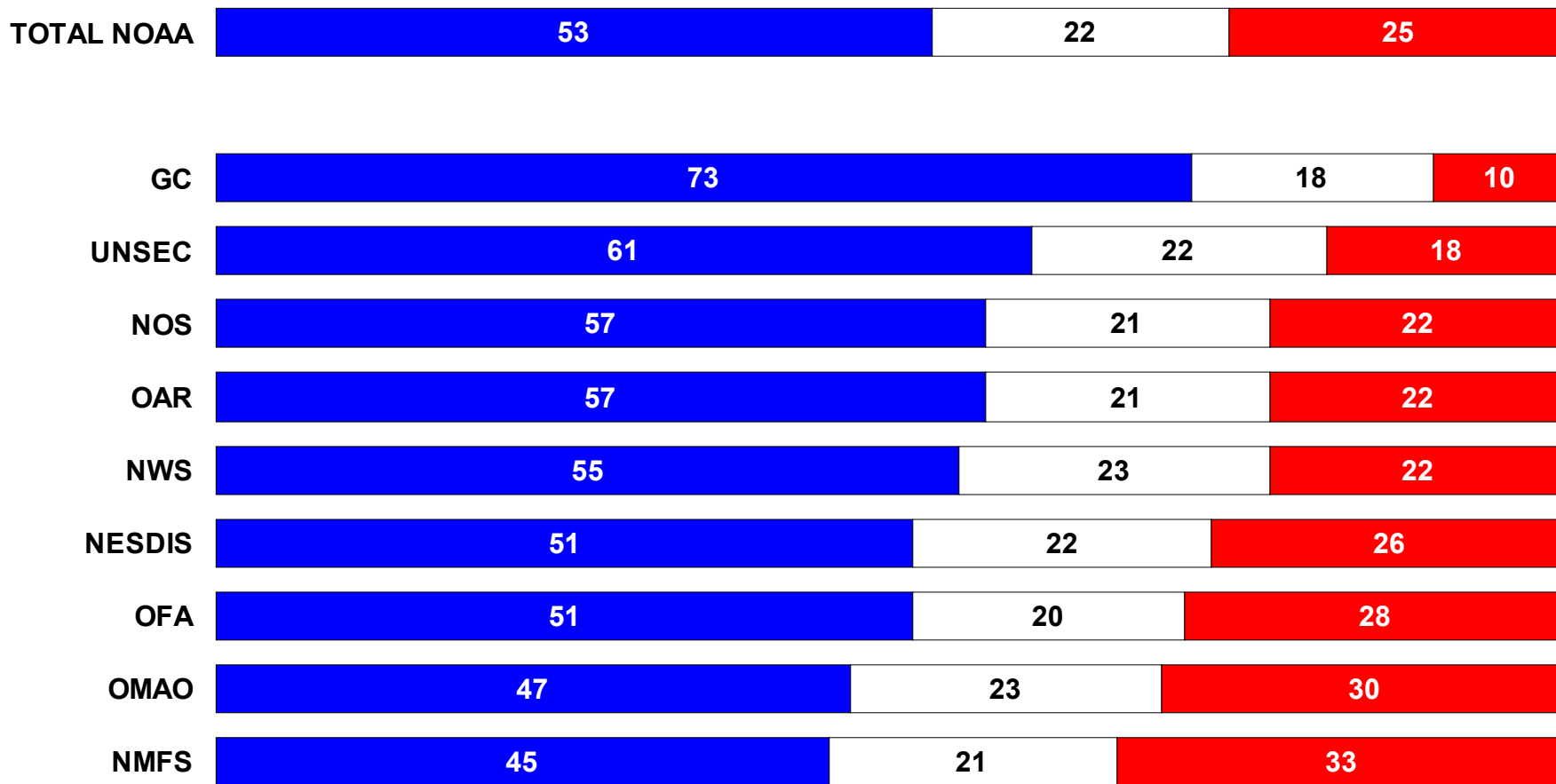
Communication

Q.88 Agree or disagree: Management keeps employees informed about the operations of my NOAA Line/Staff Office and about the challenges my NOAA Line/Staff Office faces (for example, budget cuts, redeployment, reorganizations, outsourcing, etc.).

■ % Favorable

□ % Neutral

■ % Unfavorable



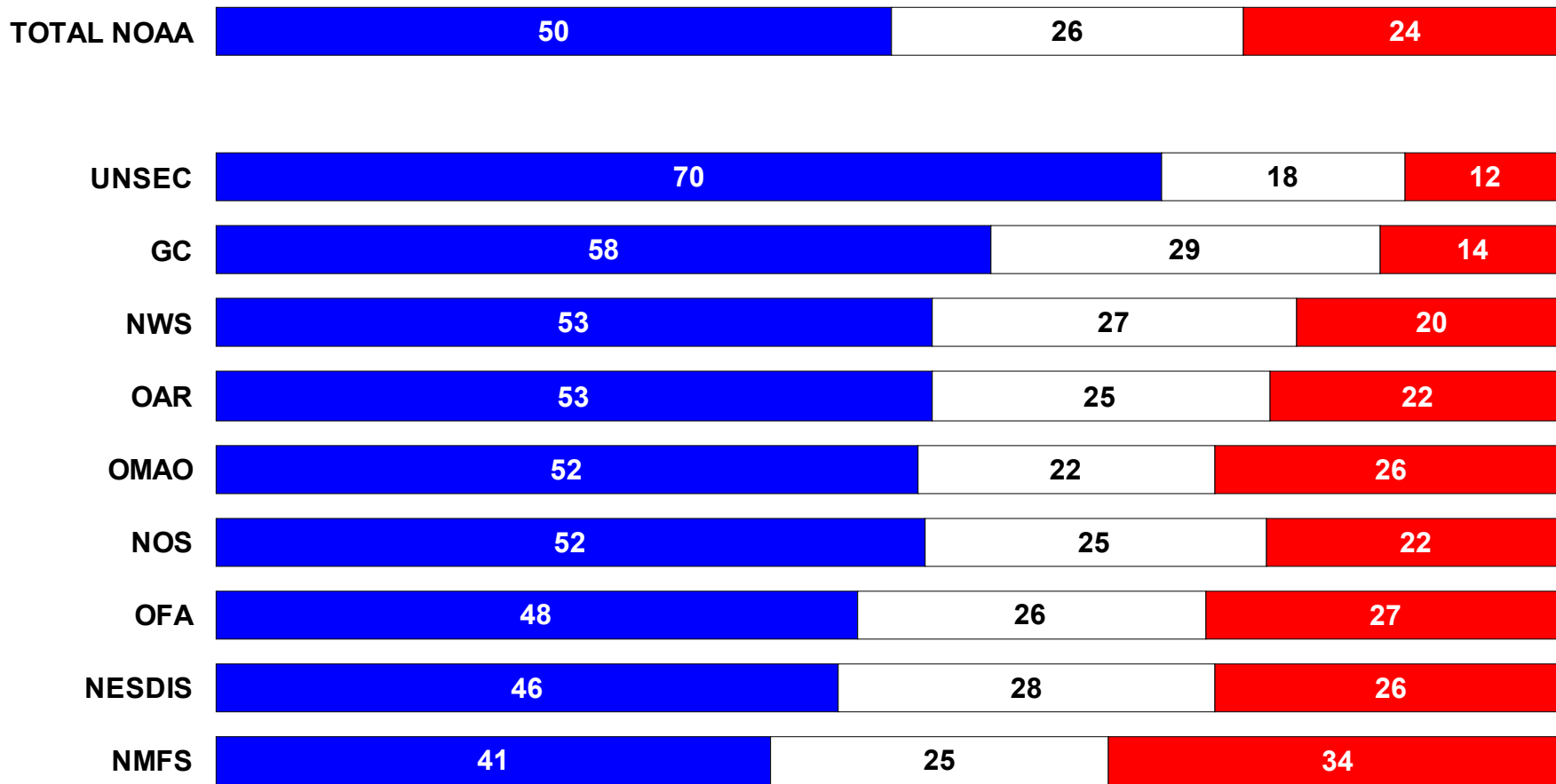
Communication

Q.87 Agree or disagree: Management promotes effective communication among different workgroups (for example, about projects, goals, needed resources).

■ % Favorable

□ % Neutral

■ % Unfavorable



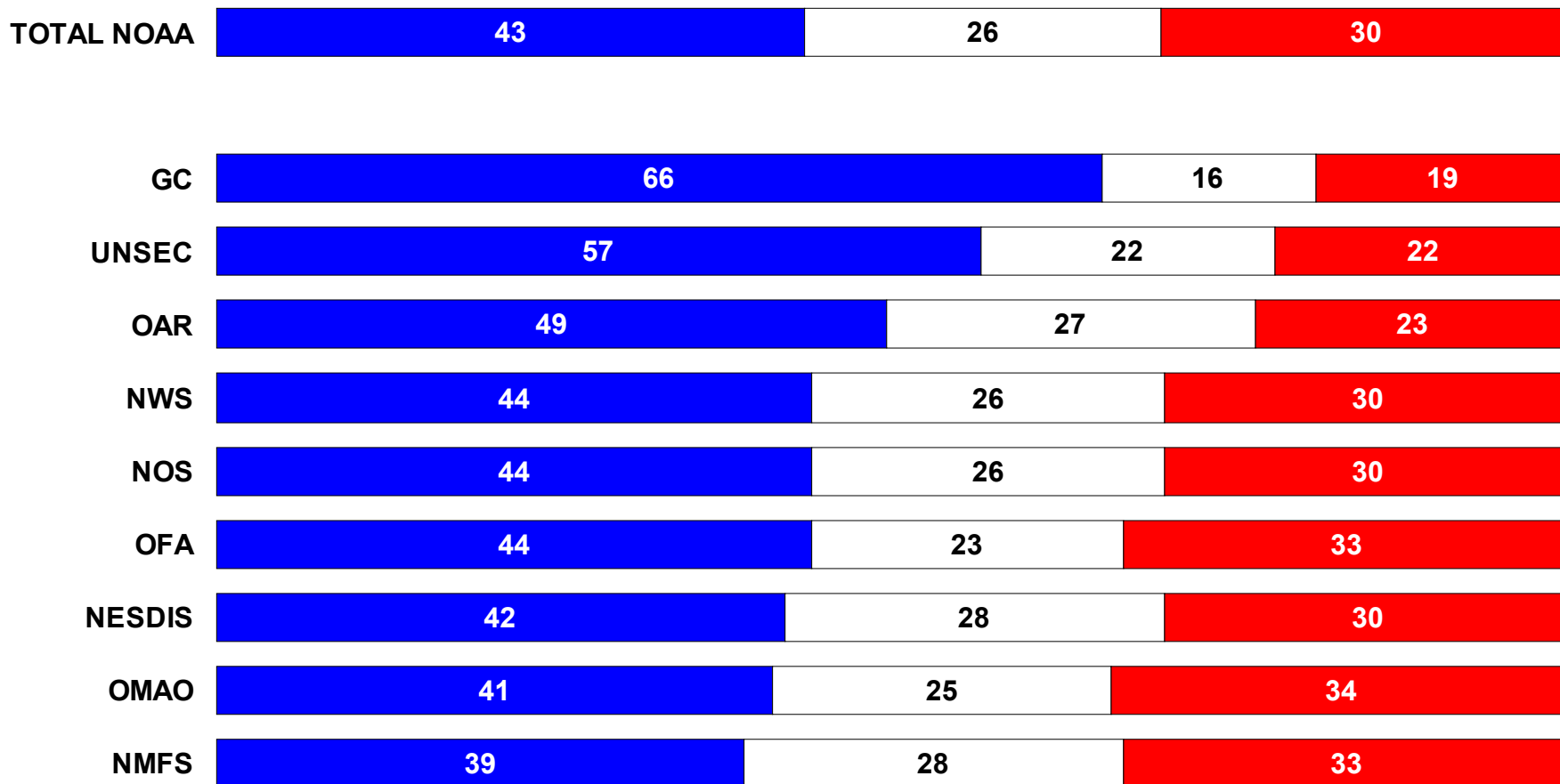
Communication

Q.89 Agree or disagree: When changes in programs, policies, procedures and personnel are made in my NOAA Line/Staff Office, communications are usually handled well (sufficient notice is given, explanation as to reasons is given, etc.).

■ % Favorable

□ % Neutral

■ % Unfavorable



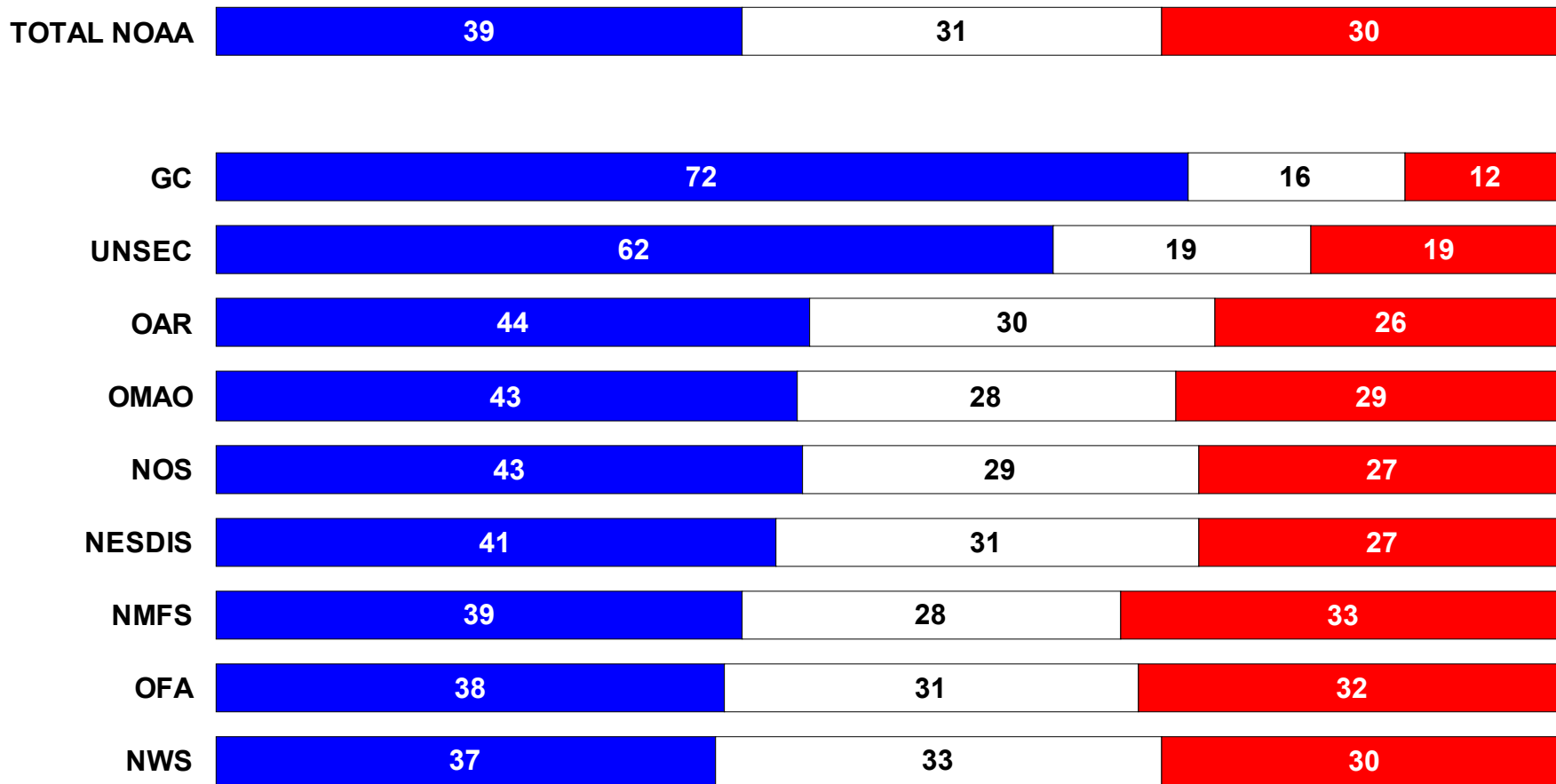
Communication

Q.91 Agree or disagree: There is effective communication between my NOAA Line/Staff Office HQ and my workgroup.

■ % Favorable

□ % Neutral

■ % Unfavorable



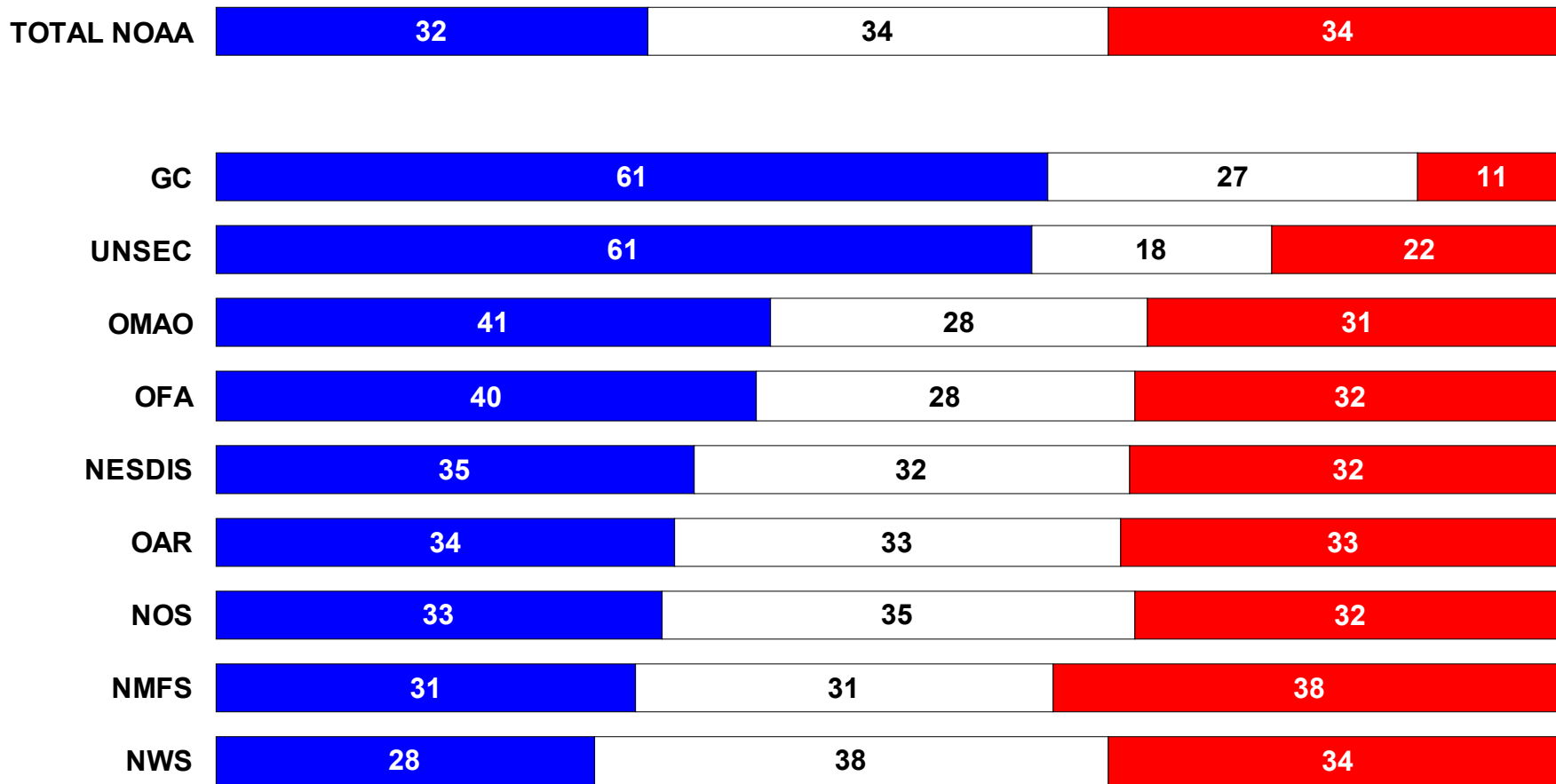
Communication

Q.90 Agree or disagree: There is effective communication between NOAA headquarters and my workgroup.

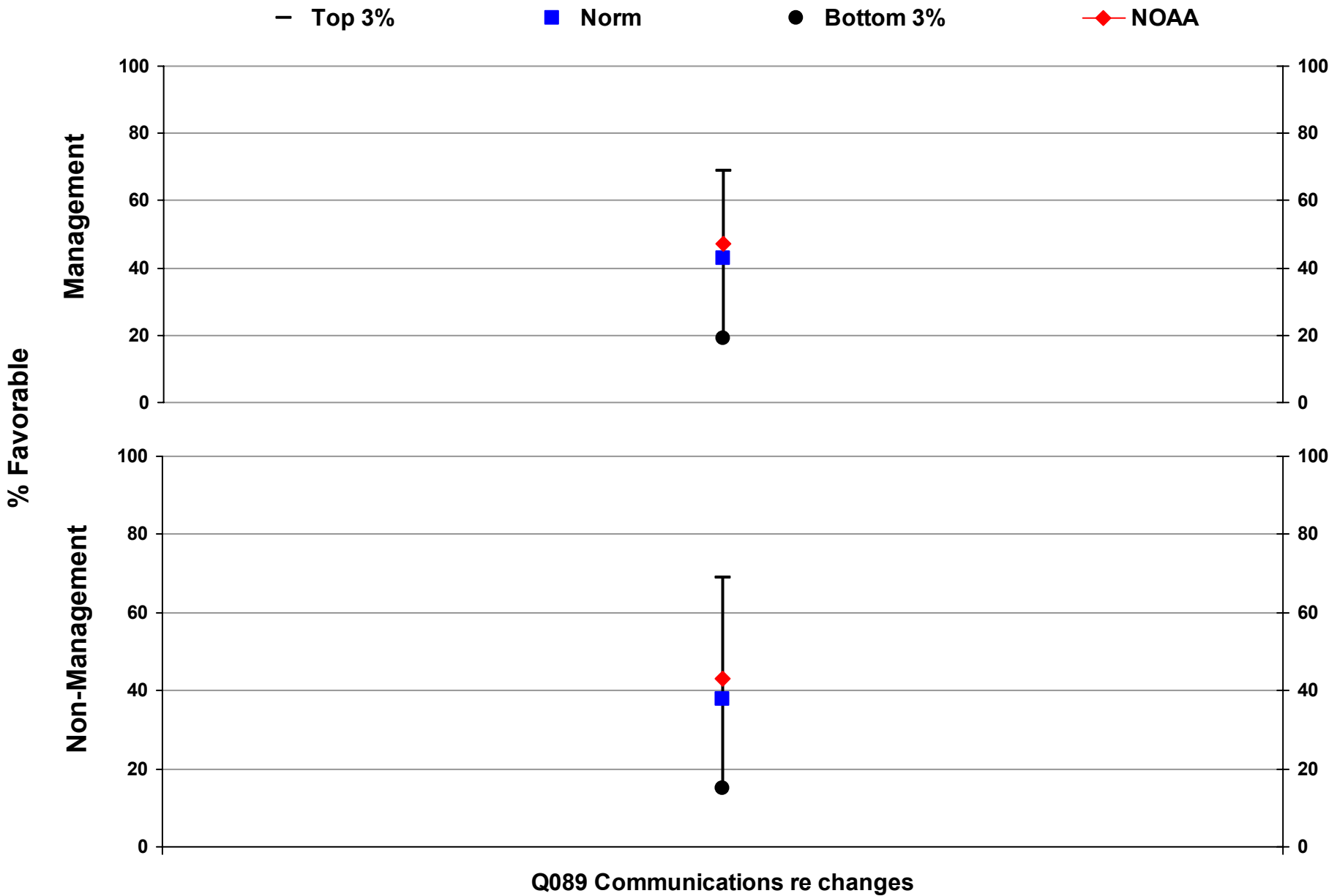
■ % Favorable

□ % Neutral

■ % Unfavorable

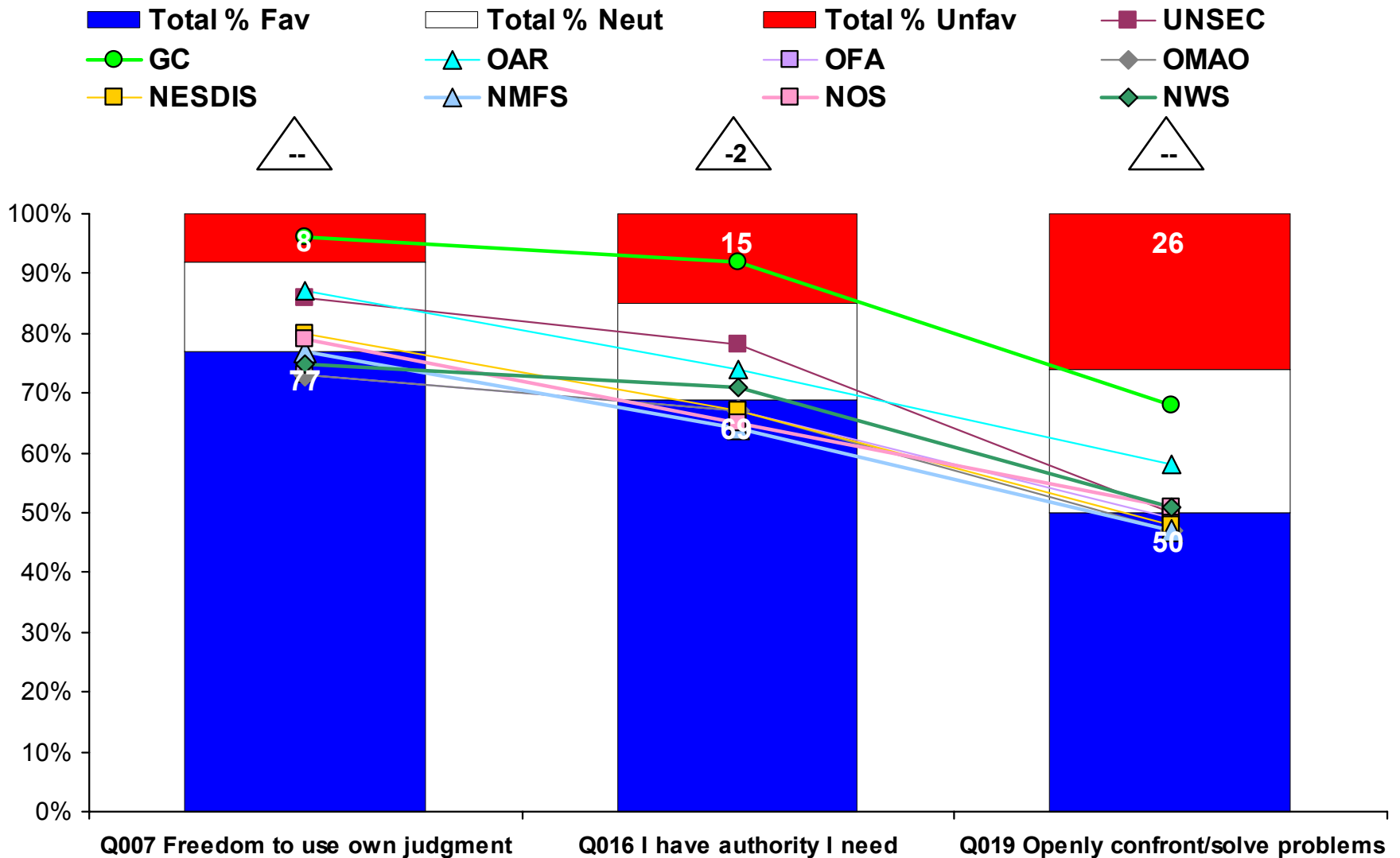


Communication - Normative Comparison



Employee Involvement

Ranked by % Favorable



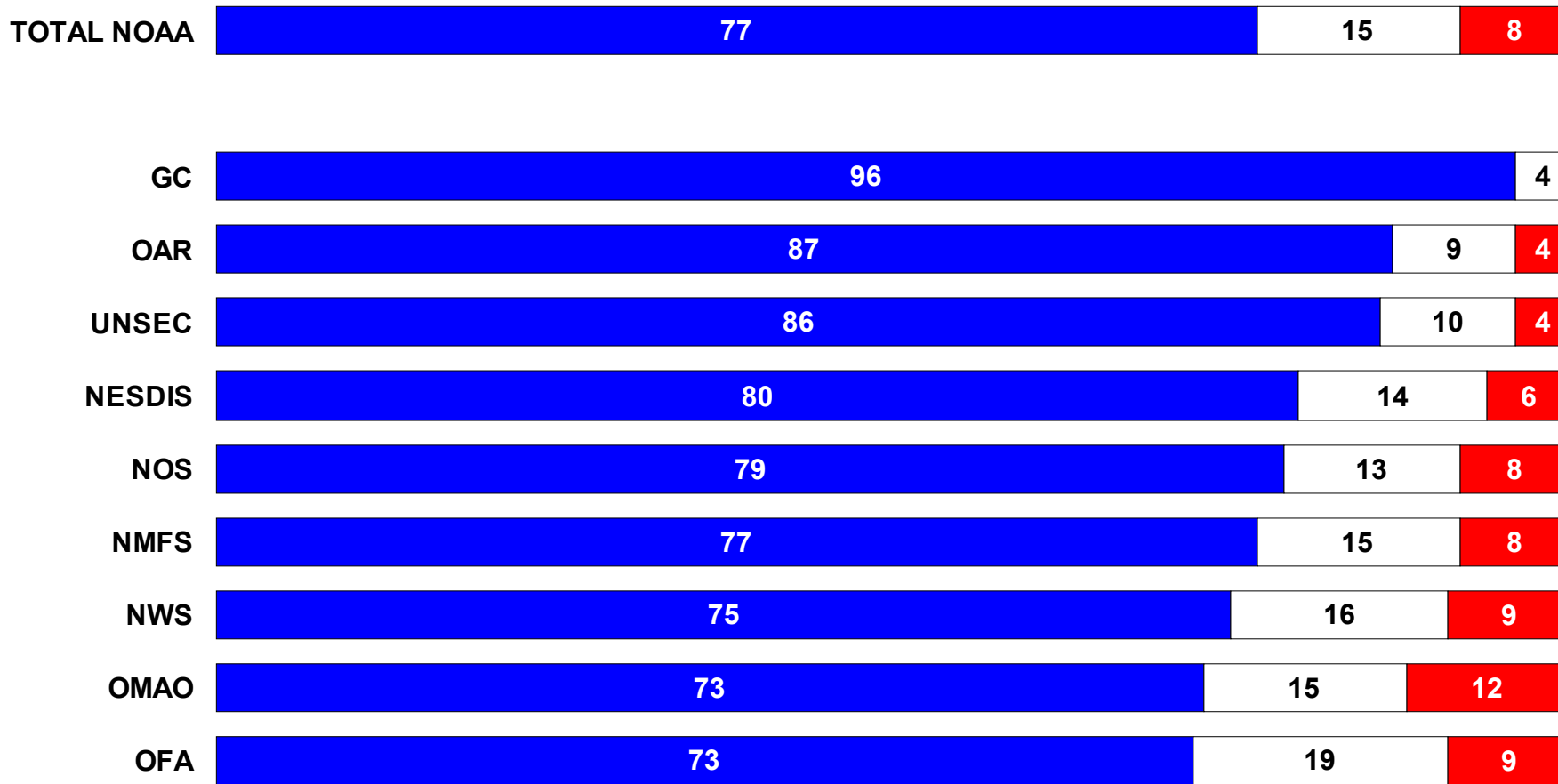
Employee Involvement

Q.7 How would you rate the freedom you have to use your own judgment in getting the job done?

■ % Favorable

□ % Neutral

■ % Unfavorable



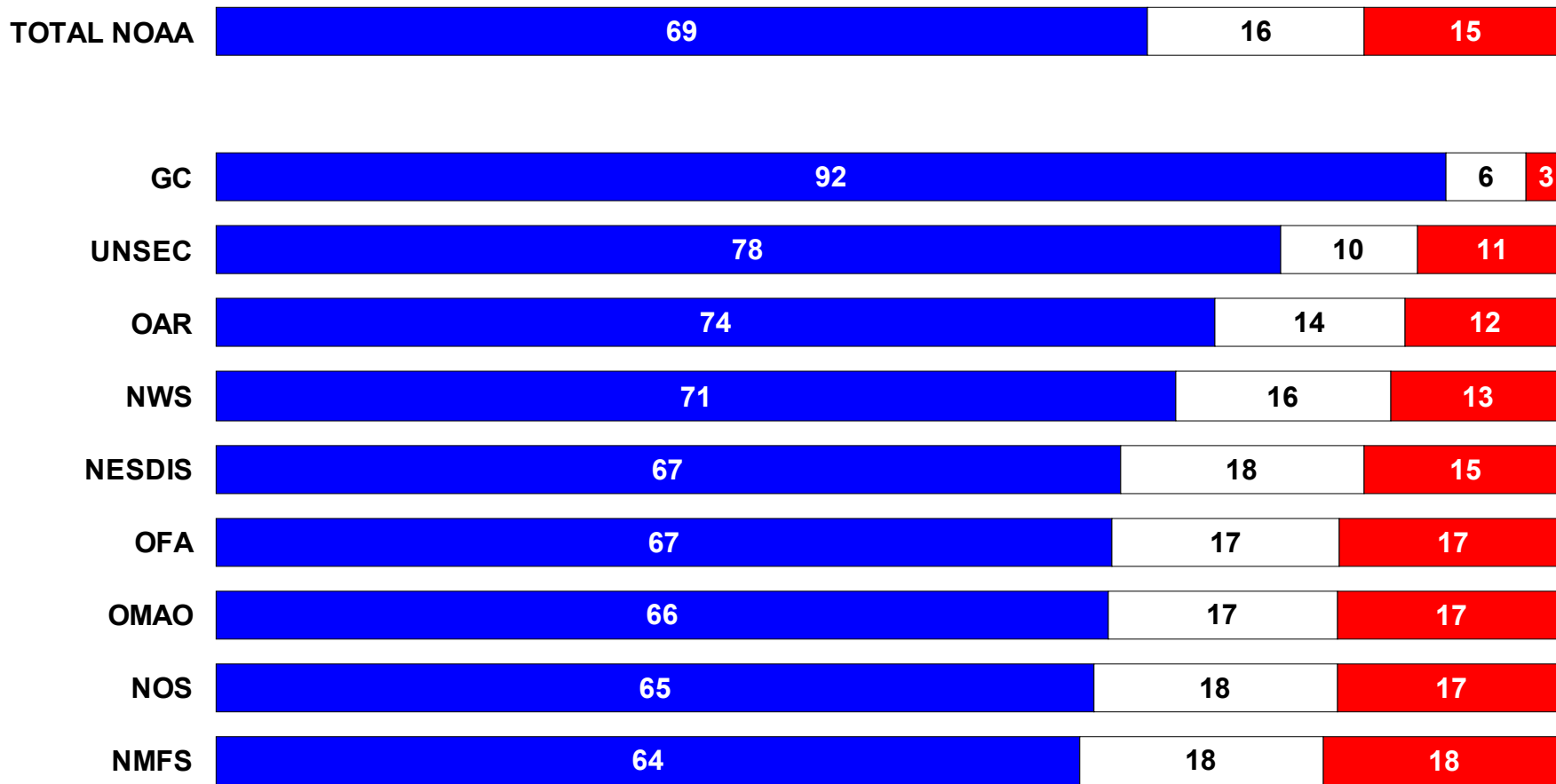
Employee Involvement

Q.16 Agree or Disagree: I have the authority I need to do an effective job.

■ % Favorable

□ % Neutral

■ % Unfavorable



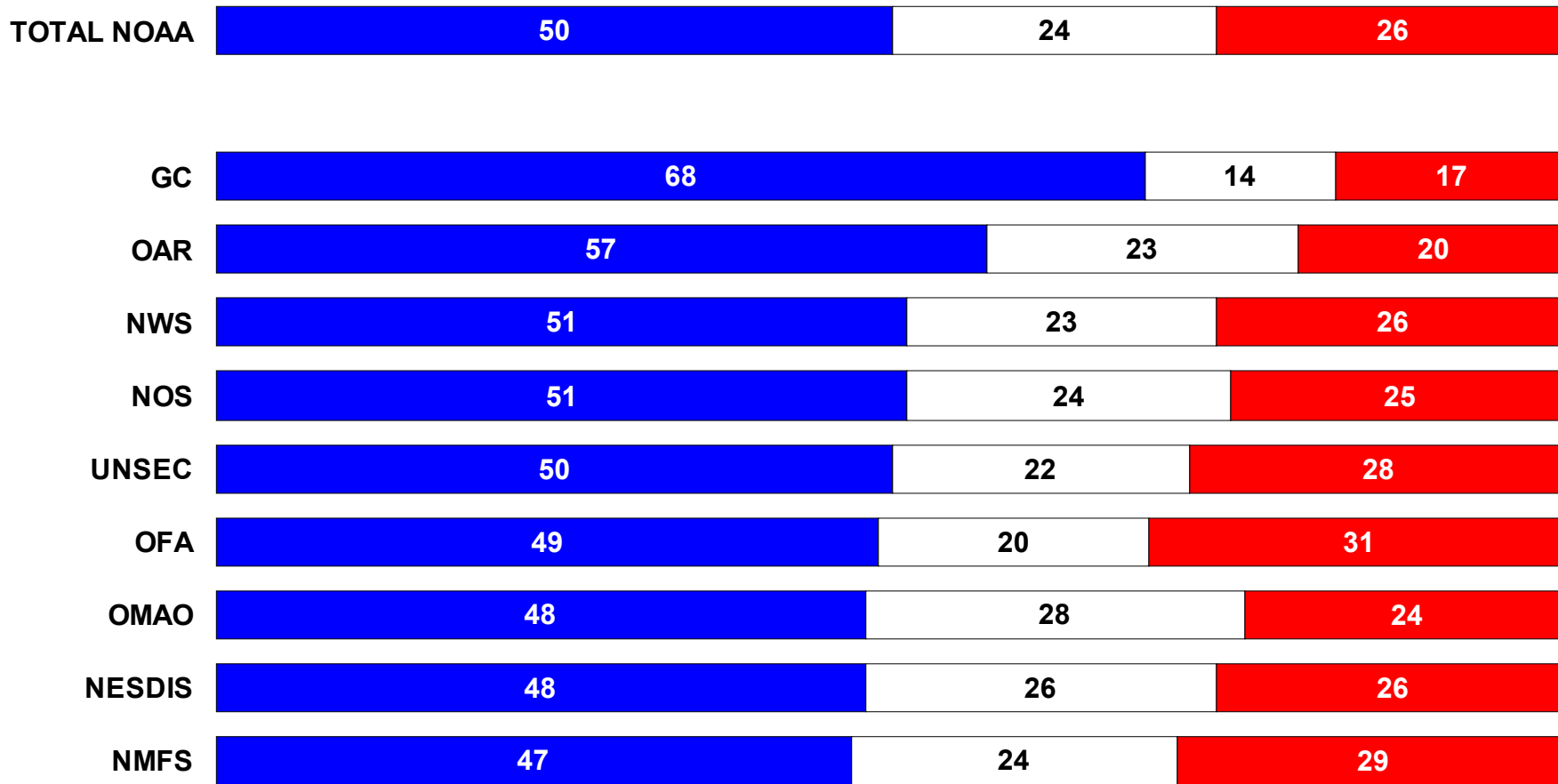
Employee Involvement

Q.19 Agree or Disagree: Management encourages employees to openly confront and solve problems rather than sweep them under the rug.

■ % Favorable

□ % Neutral

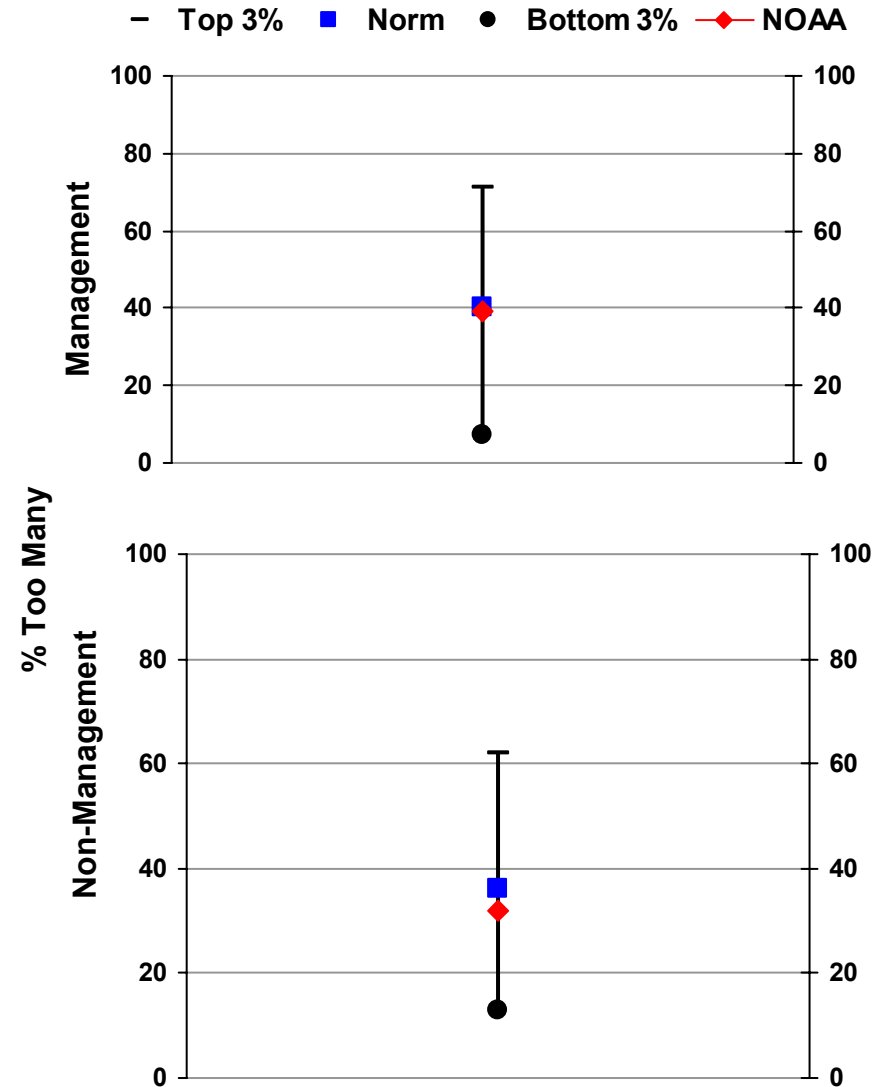
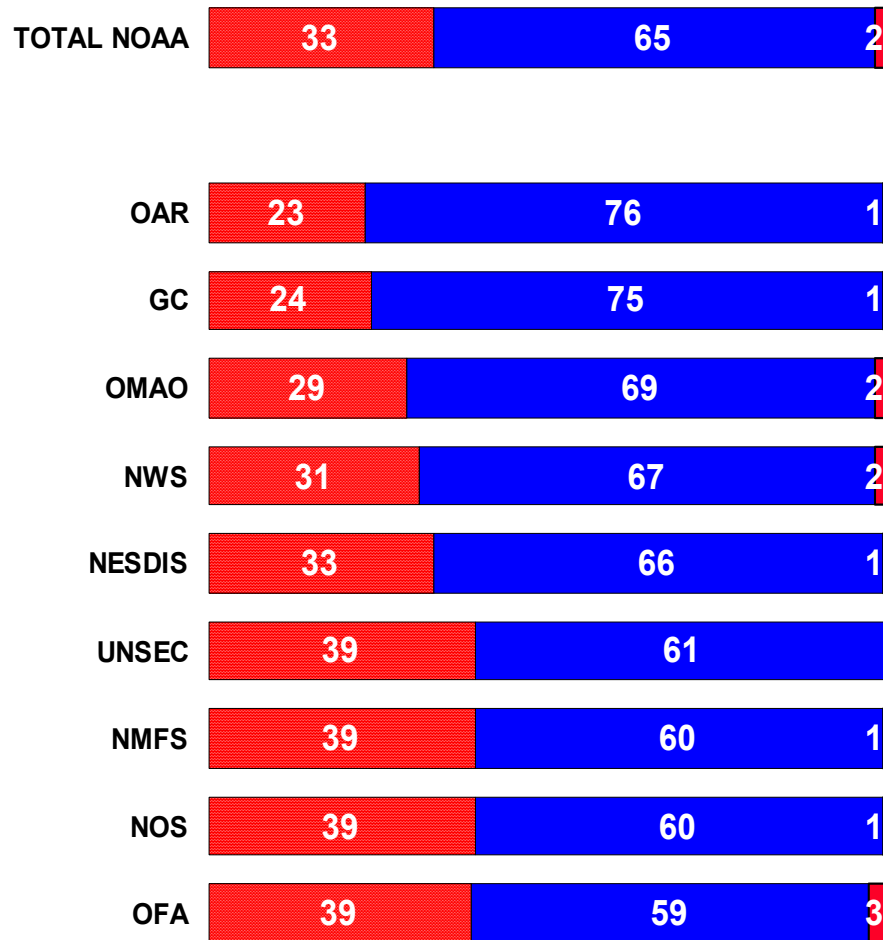
■ % Unfavorable



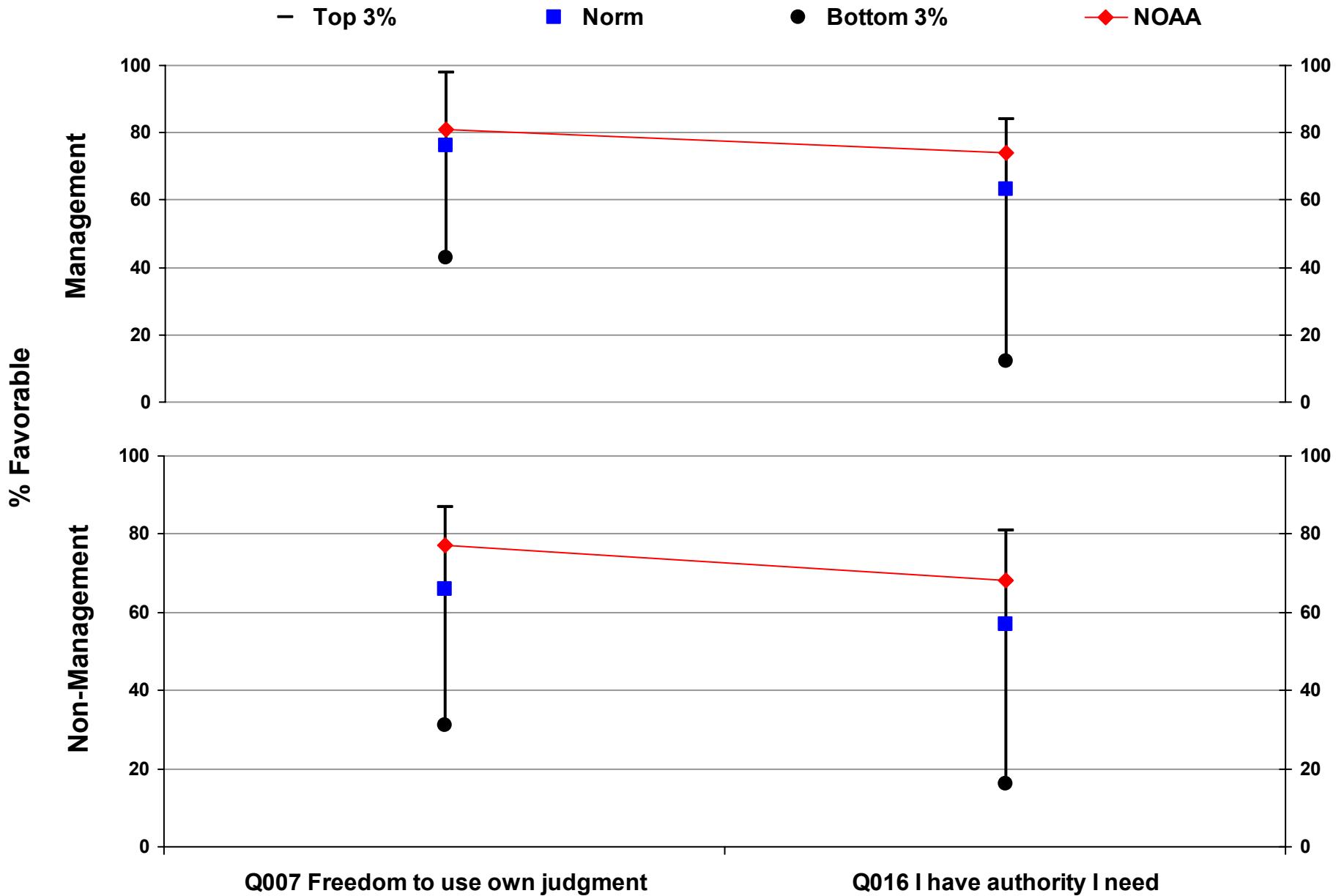
Employee Involvement

Q.122 How do you feel about the number of approvals that, on average, is required to get a decision made where you work?

■ % Much Too Much/Too Much
 ■ % About Right
 ■ % Too Little/Much Too Little

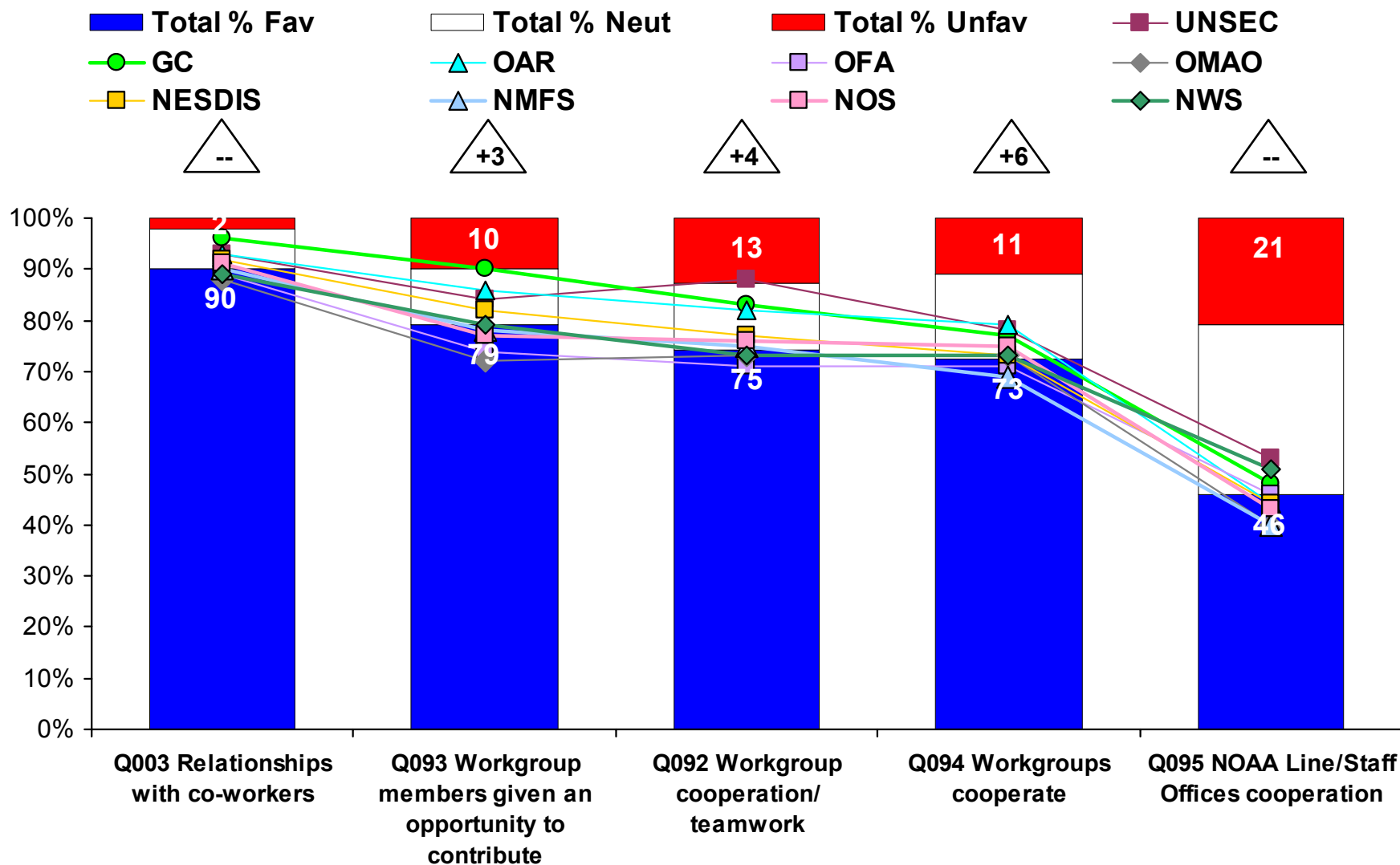


Employee Involvement - Normative Comparison



Teamwork

Ranked by % Favorable



Teamwork

Q.3 How would you rate overall, your relationships with your co-workers?

■ % Favorable

□ % Neutral

■ % Unfavorable



Teamwork

Q.93 Agree or disagree: All workgroup members are given an opportunity to contribute.

■ % Favorable

□ % Neutral

■ % Unfavorable



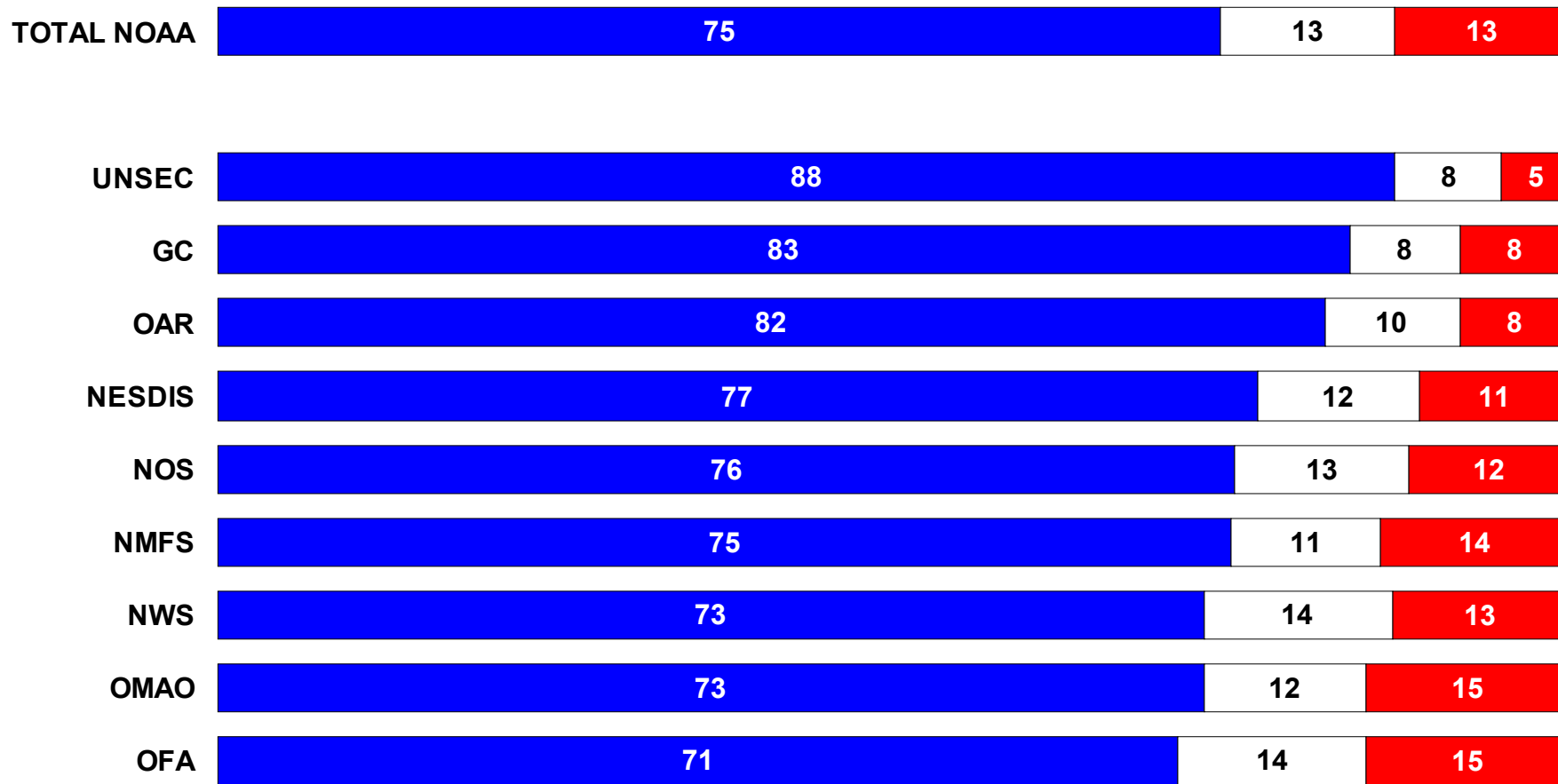
Teamwork

Q.92 Agree or disagree: In my workgroup, a spirit of cooperation and teamwork exists.

■ % Favorable

□ % Neutral

■ % Unfavorable



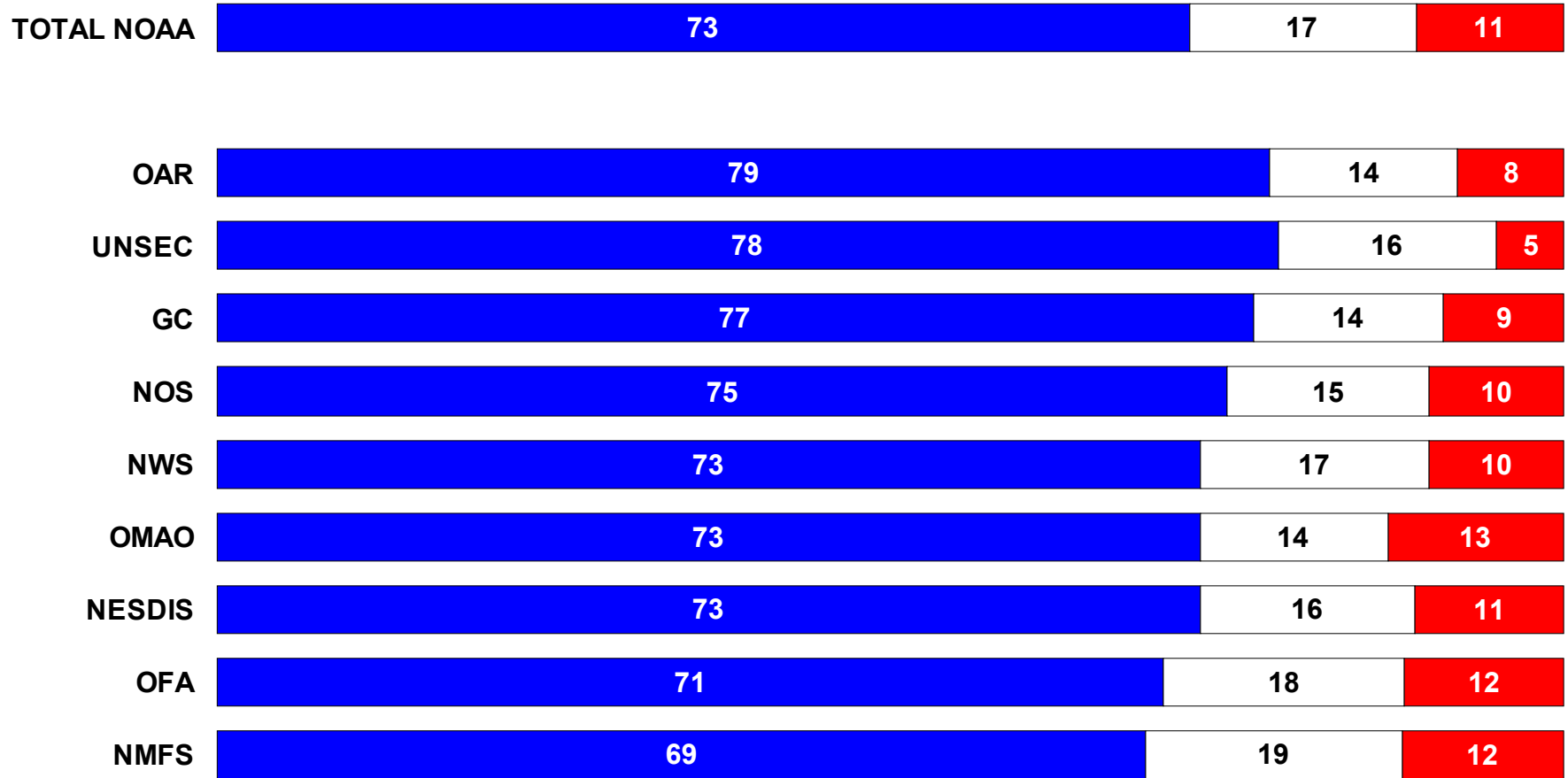
Teamwork

Q.94 Agree or disagree: Where I work, different workgroups cooperate to get the job done.

■ % Favorable

□ % Neutral

■ % Unfavorable



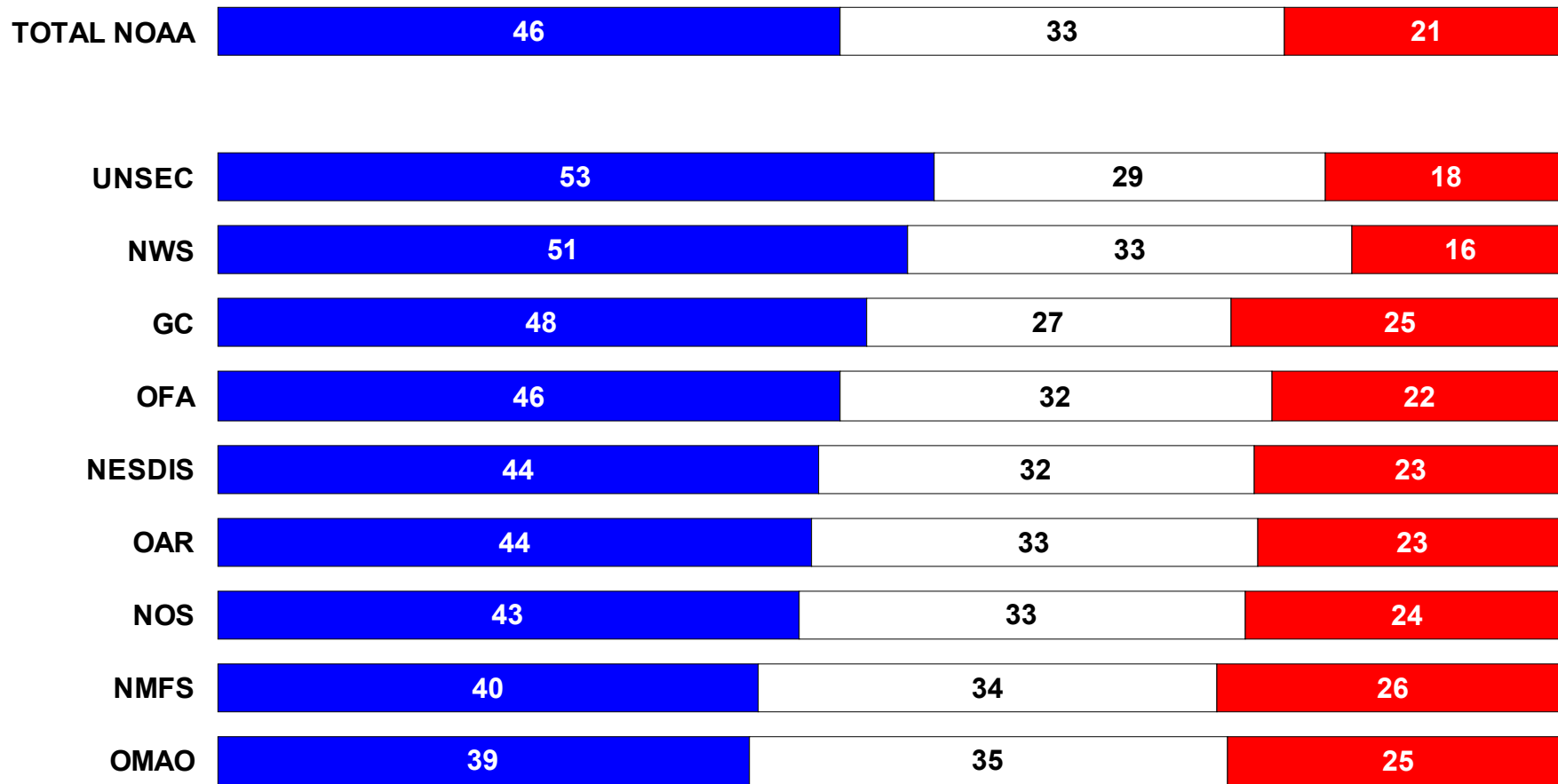
Teamwork

Q.95 Agree or disagree: There is good cooperation among the various NOAA Line/Staff Offices.

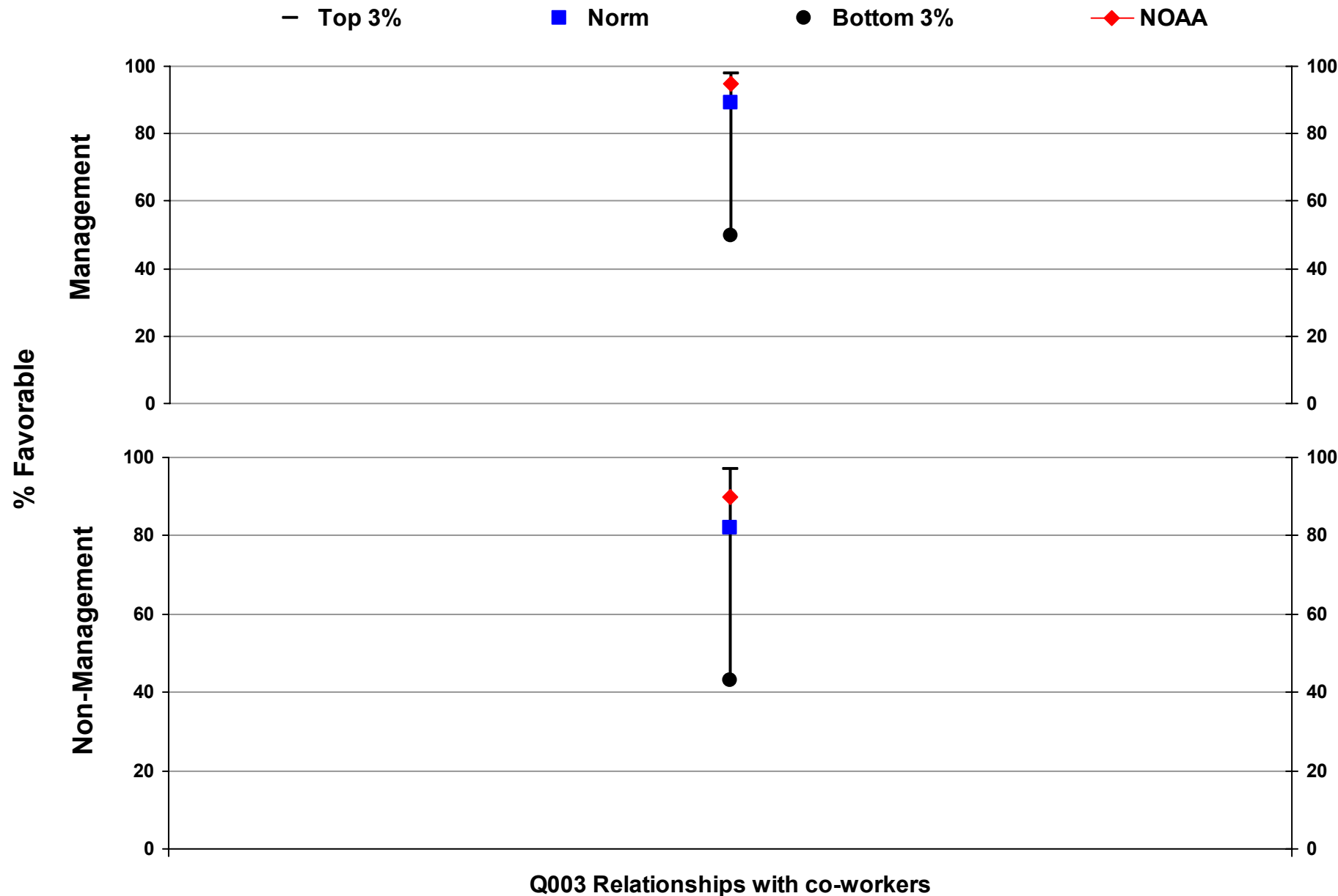
■ % Favorable

□ % Neutral

■ % Unfavorable

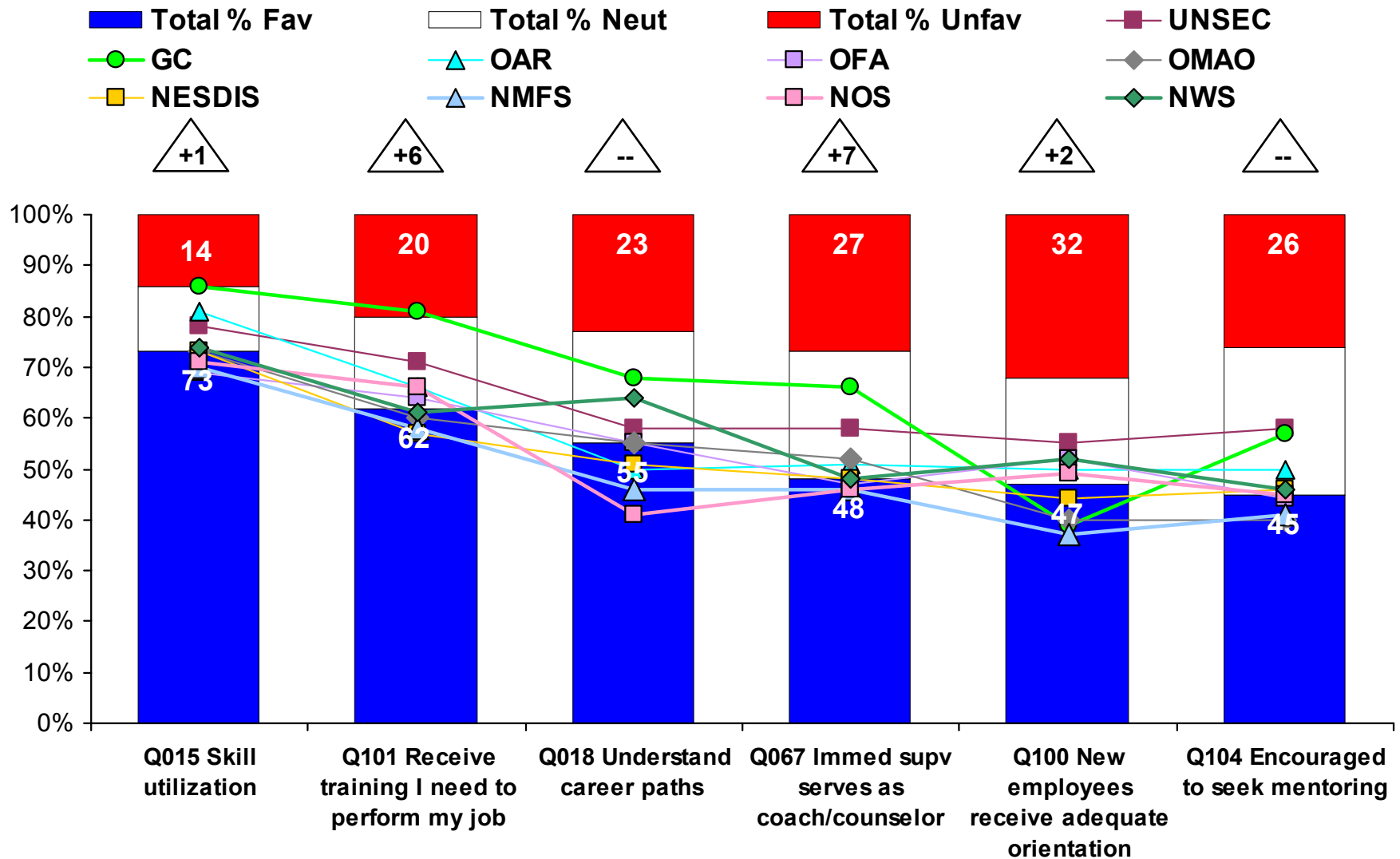


Teamwork - Normative Comparison



Training/Development

Ranked by % Favorable



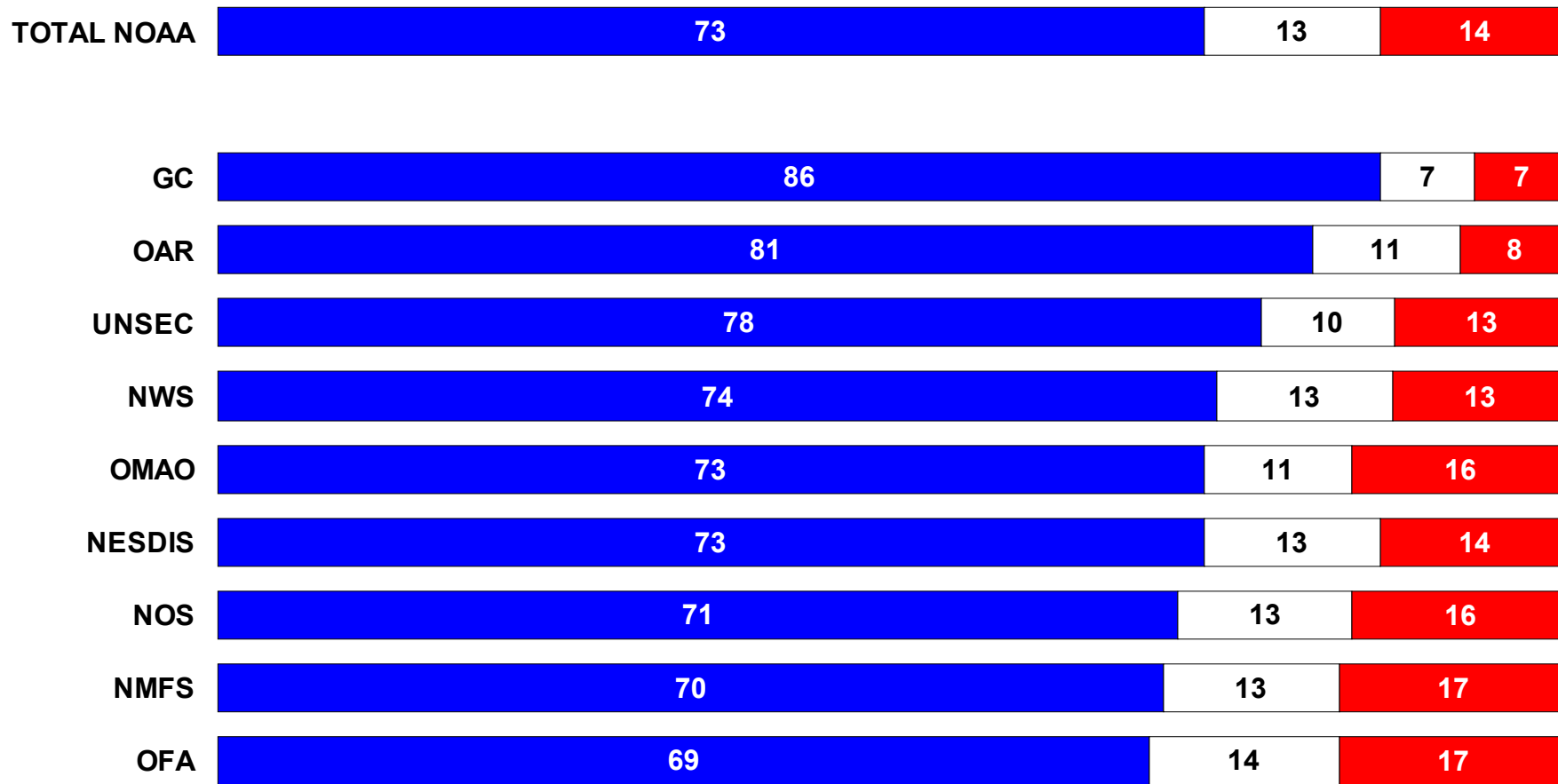
Training/Development

Q.15 Agree or Disagree: My job makes good use of my skills and abilities.

■ % Favorable

□ % Neutral

■ % Unfavorable



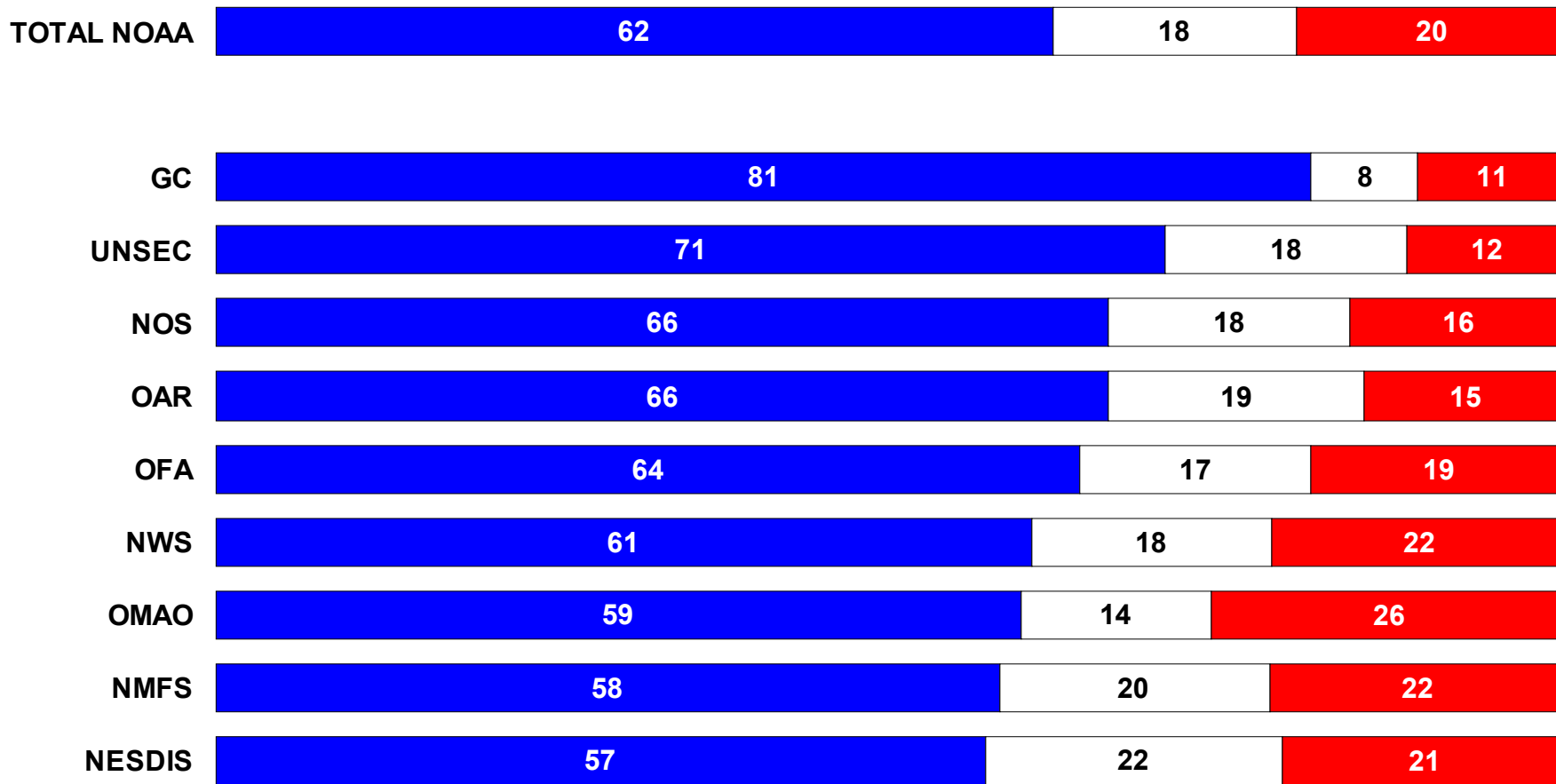
Training/Development

Q.101 Agree or disagree: I receive the training I need to perform my job effectively (for example, classroom training, on-the-job training, workshops).

■ % Favorable

□ % Neutral

■ % Unfavorable



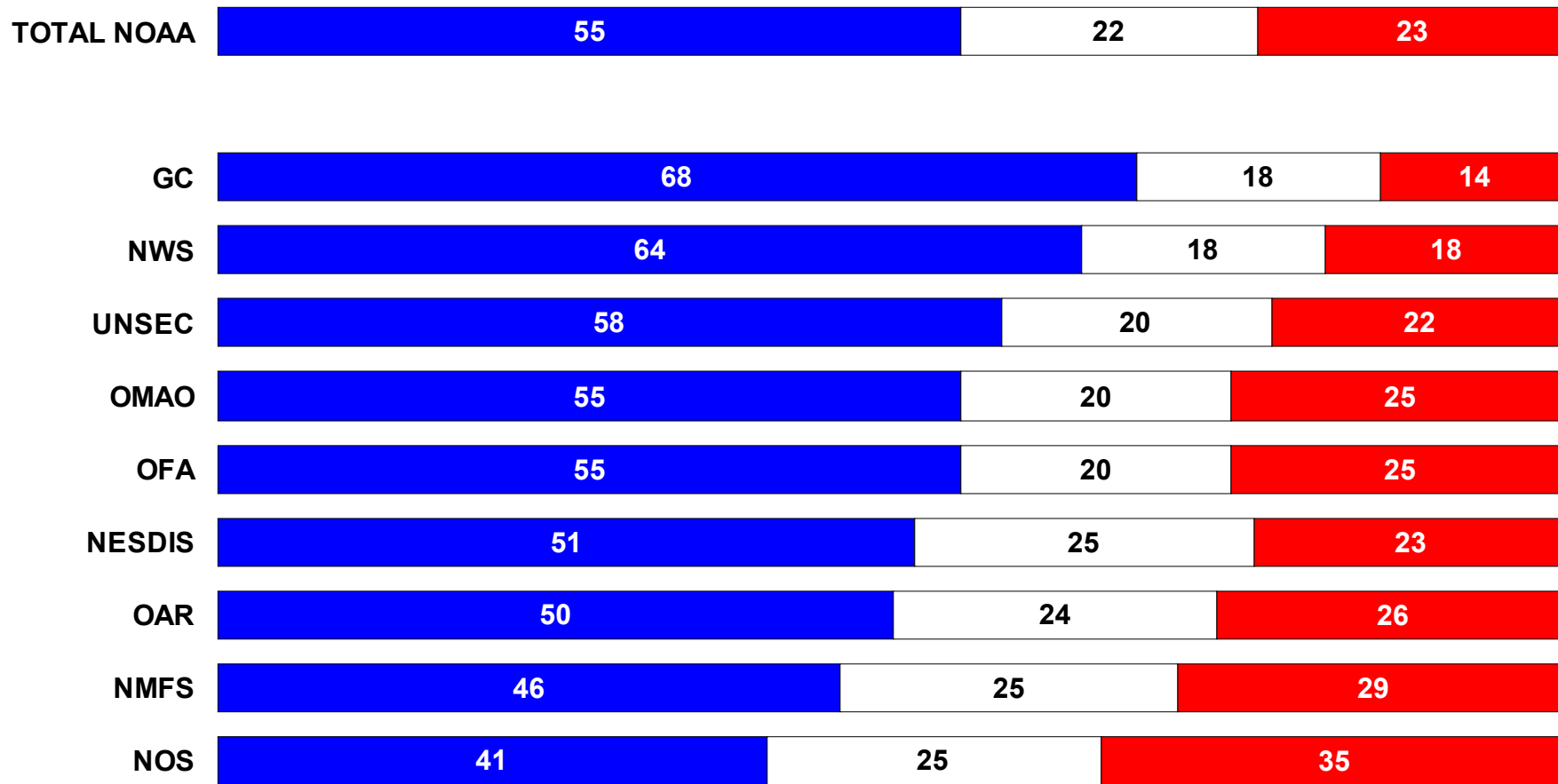
Training/Development

Q.18 Agree or Disagree: I have a clear understanding of the career paths for employees like me.

■ % Favorable

□ % Neutral

■ % Unfavorable



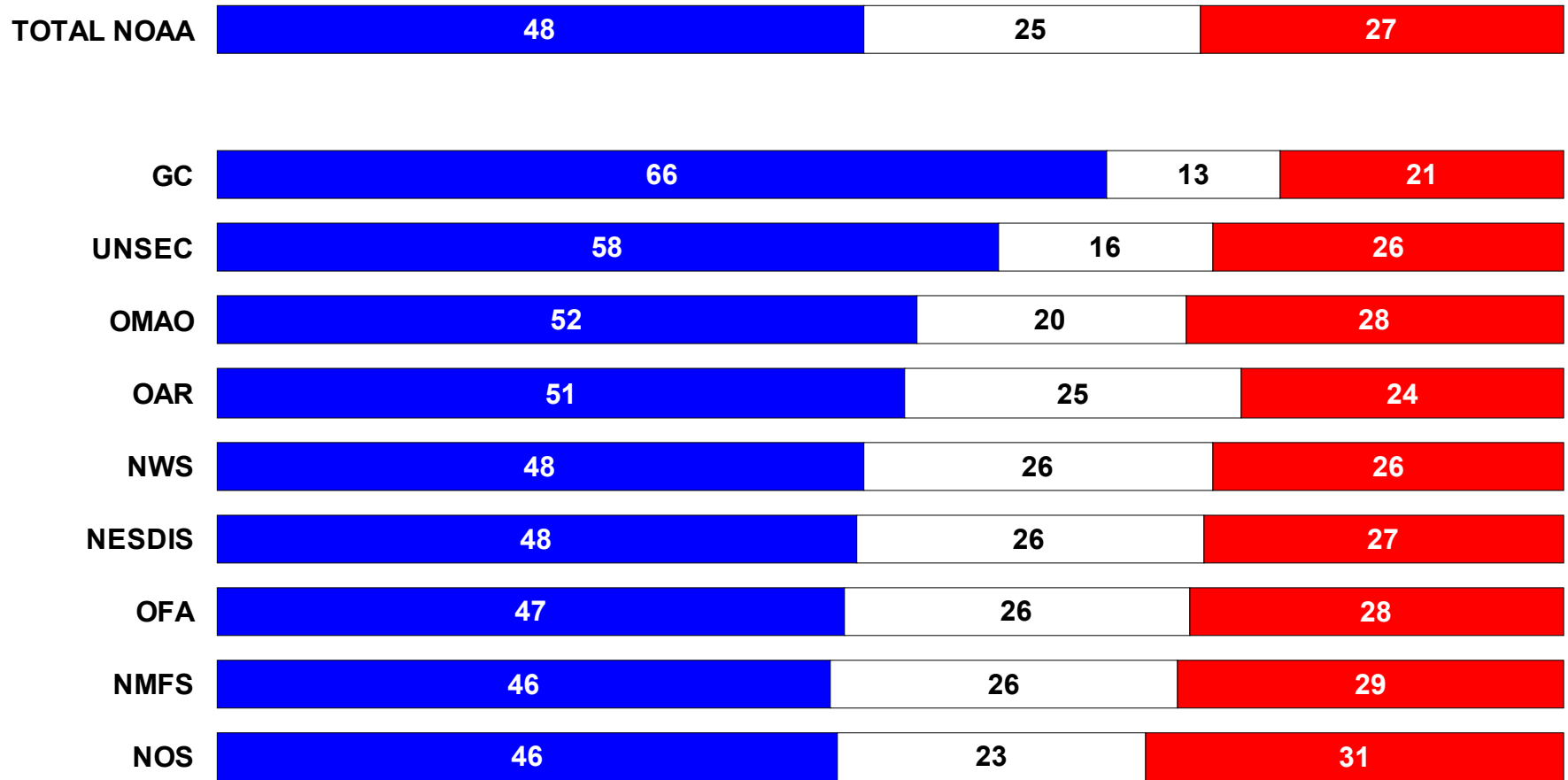
Training/Development

Q.67 Agree or disagree: My immediate supervisor serves as a coach/counselor to help employees advance in their careers.

■ % Favorable

□ % Neutral

■ % Unfavorable



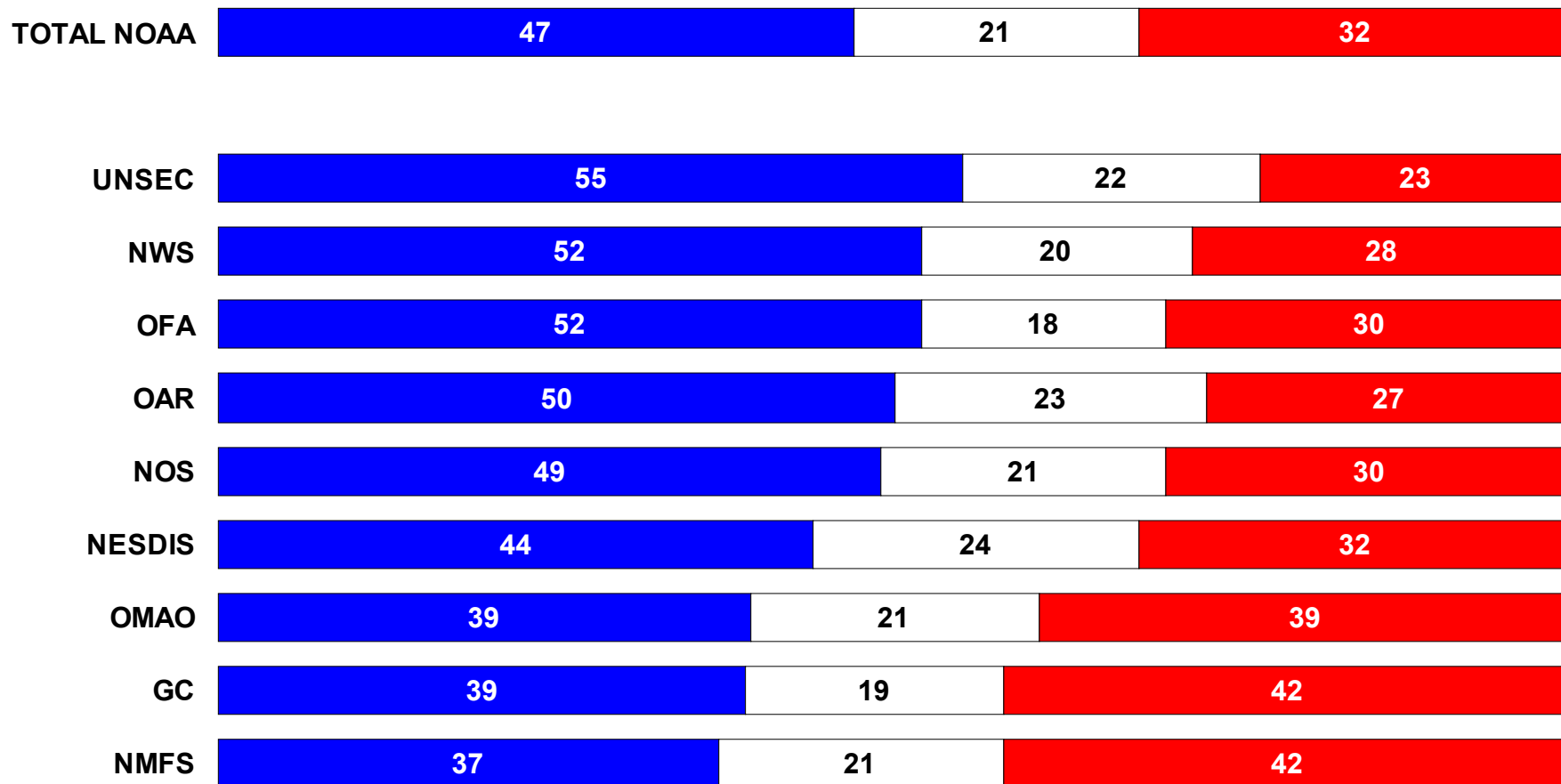
Training/Development

Q.100 Agree or disagree: New employees receive adequate orientation information to gain an accurate understanding of the organization (for example, through formal orientation programs, informal communication, reading materials).

■ % Favorable

□ % Neutral

■ % Unfavorable



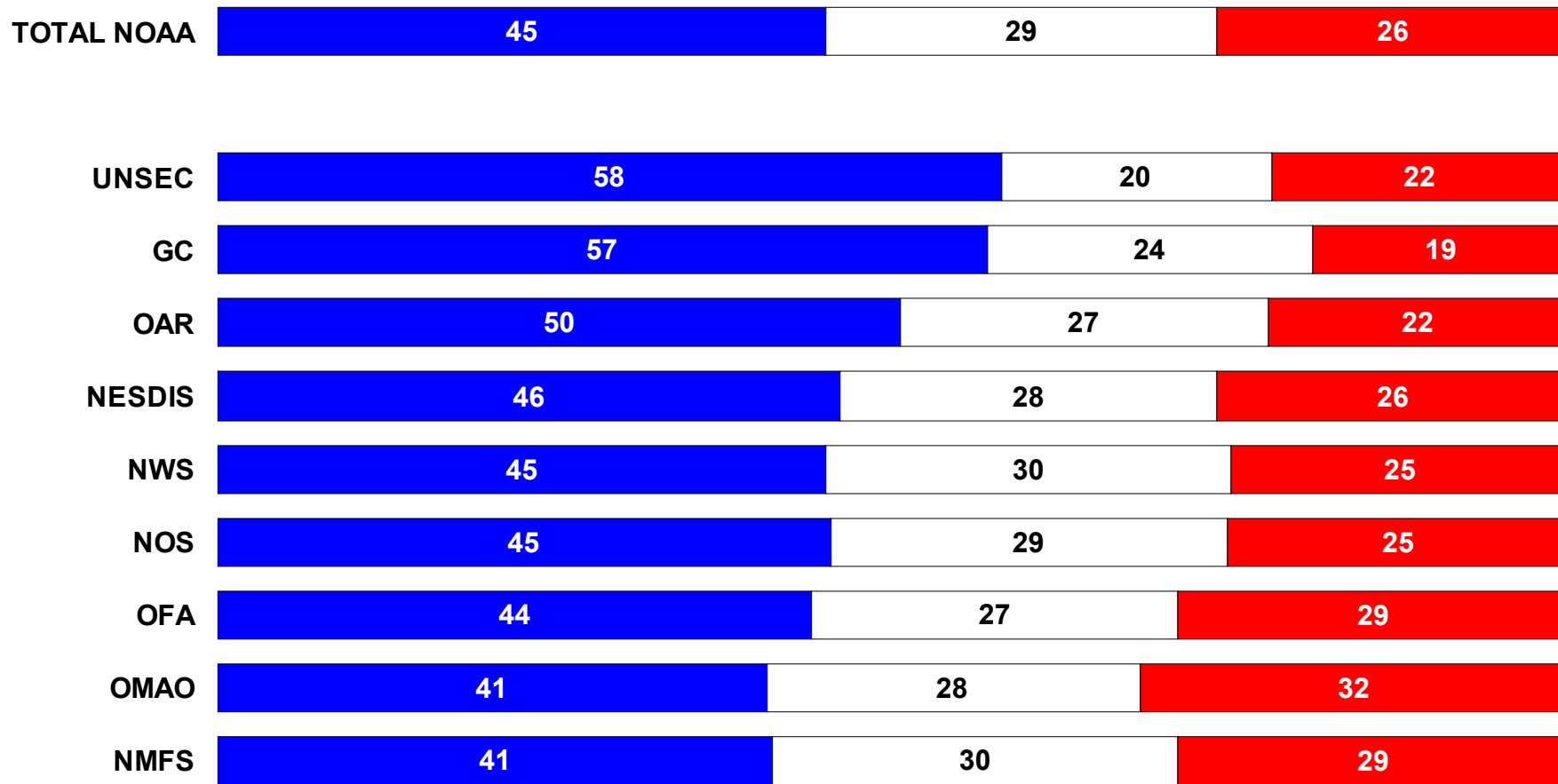
Training/Development

Q.104 Agree or disagree: I am encouraged to seek the mentoring I need to perform my job effectively and meet career goals.

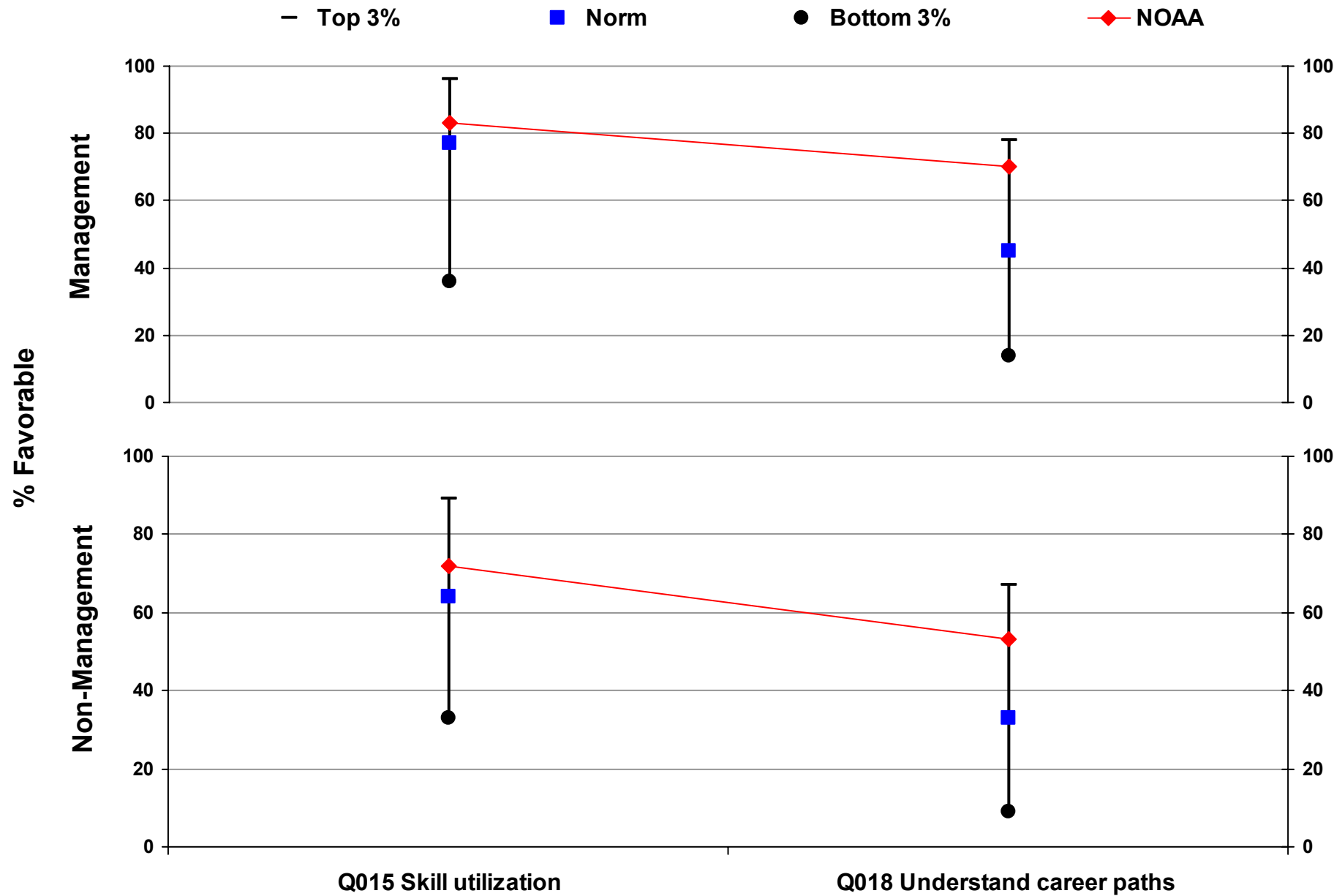
■ % Favorable

□ % Neutral

■ % Unfavorable

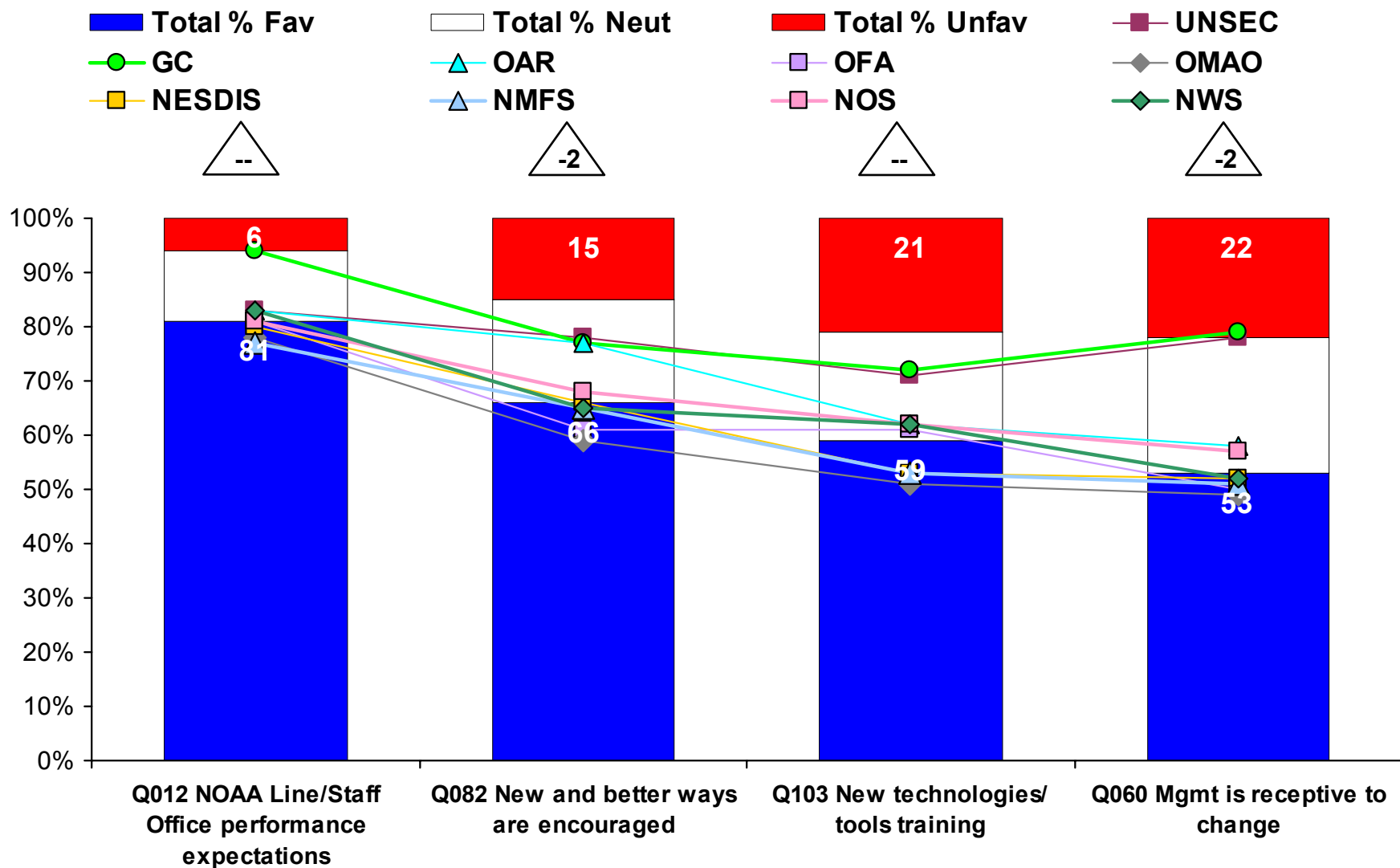


Training/Development - Normative Comparison



Innovation

Ranked by % Favorable



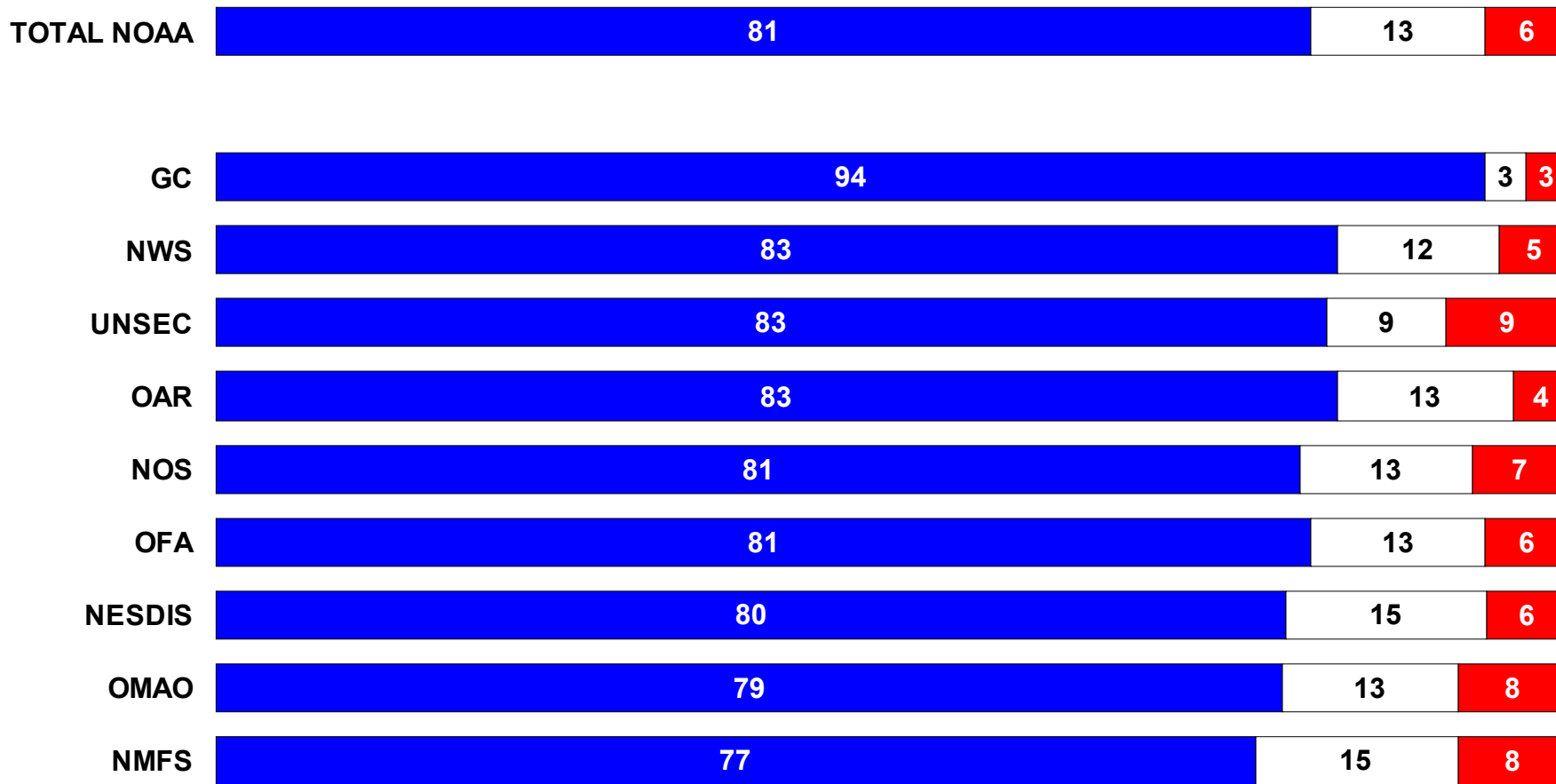
Innovation

Q.12 Agree or Disagree: My NOAA Line/Staff Office expects a high level of performance from its employees.

■ % Favorable

□ % Neutral

■ % Unfavorable



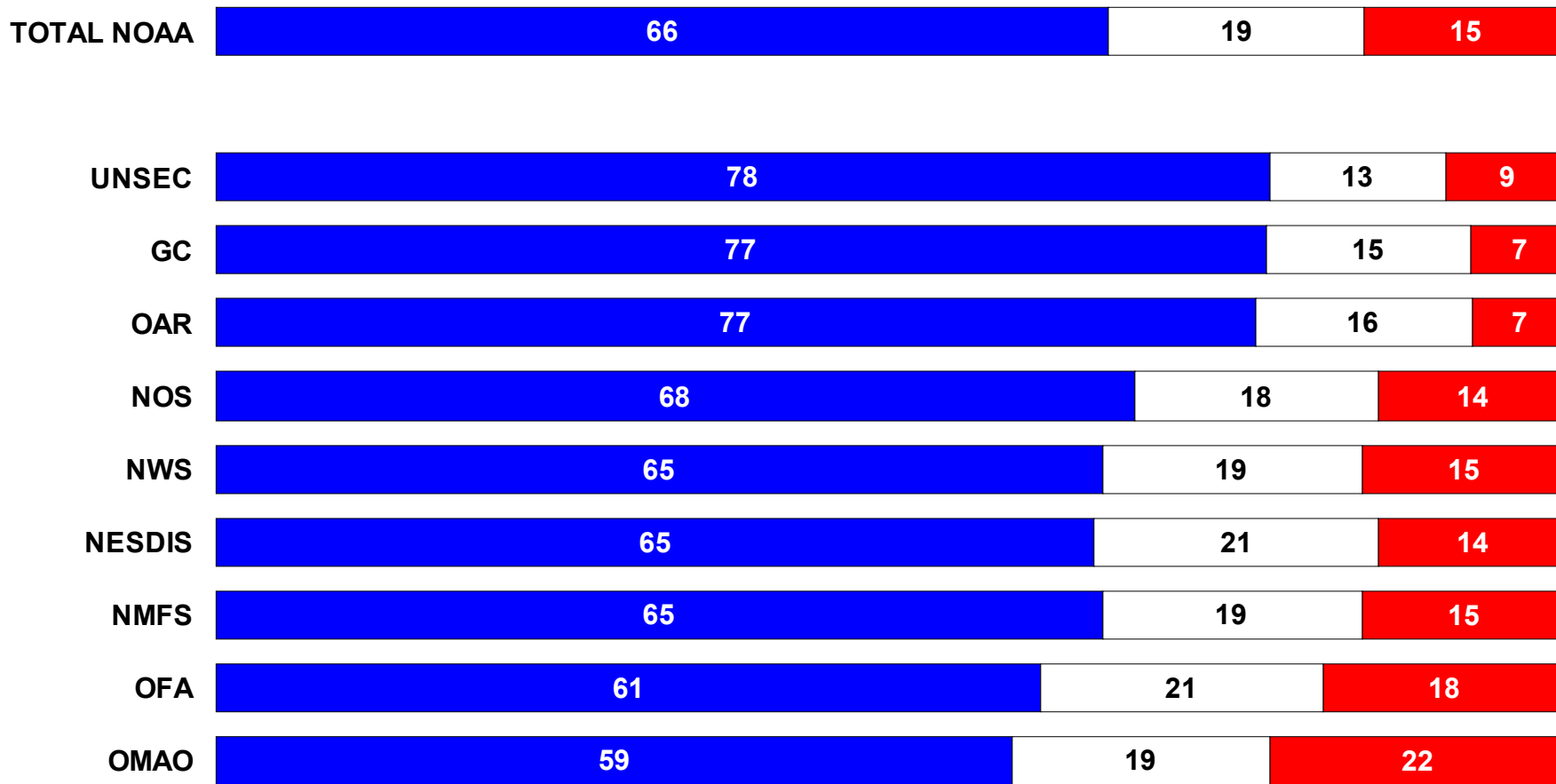
Innovation

Q.82 Agree or disagree: I am encouraged to come up with new and better ways of doing things.

■ % Favorable

□ % Neutral

■ % Unfavorable



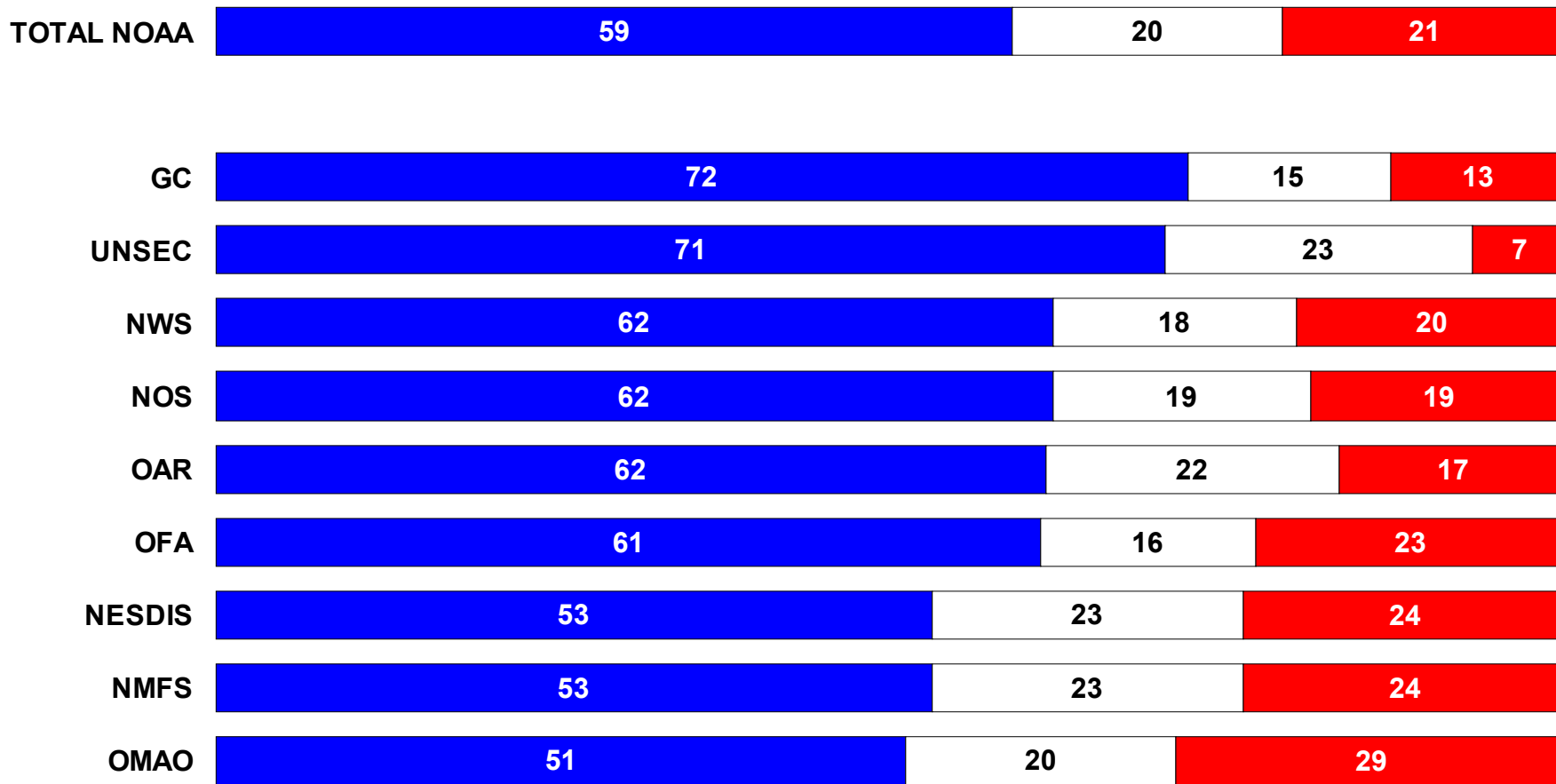
Innovation

Q.103 Agree or disagree: I am provided with training opportunities when new technologies and tools are introduced.

■ % Favorable

□ % Neutral

■ % Unfavorable



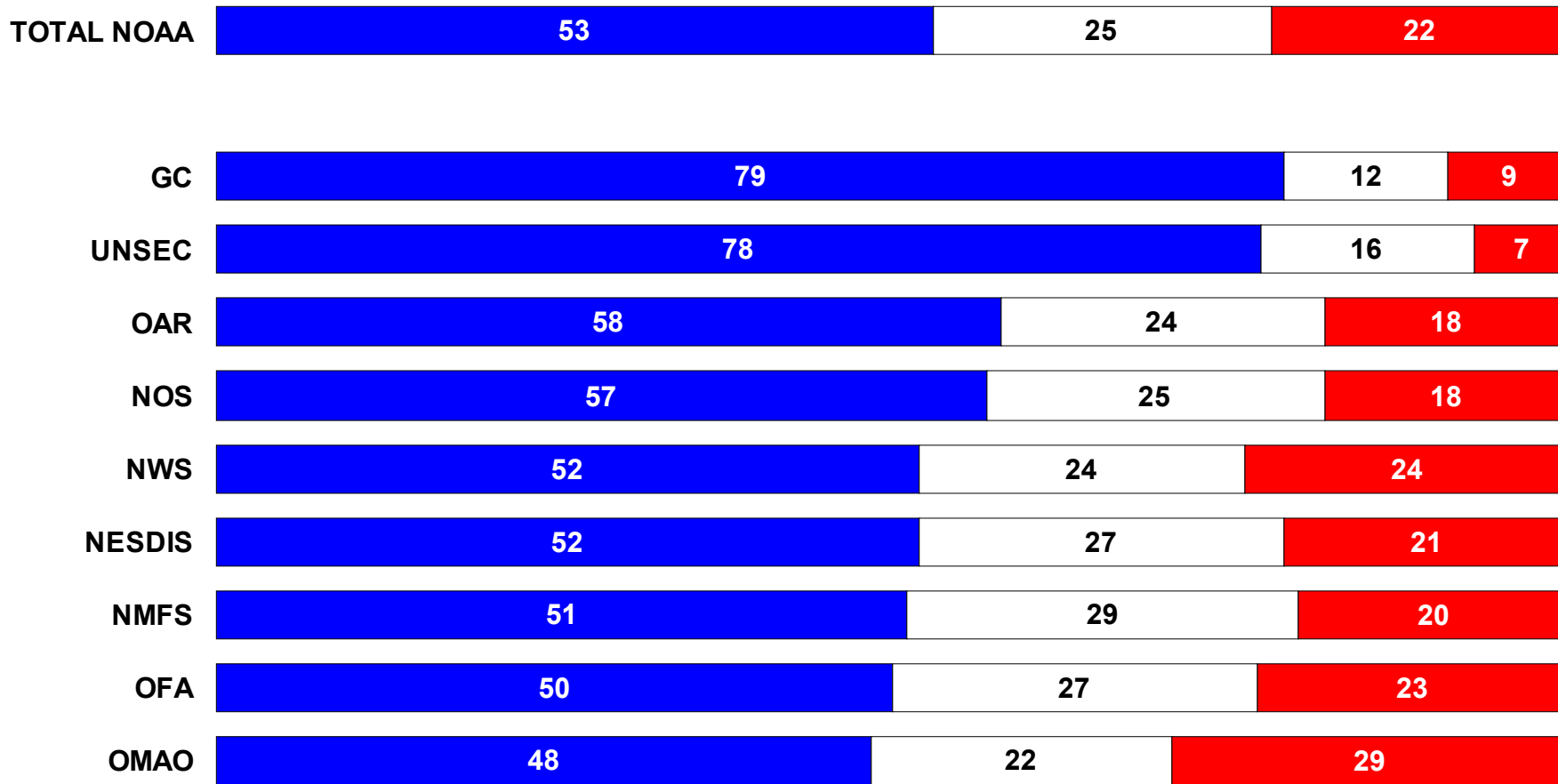
Innovation

Q.60 Agree or disagree: In my NOAA Line/Staff Office, management is receptive to change that will improve the working environment.

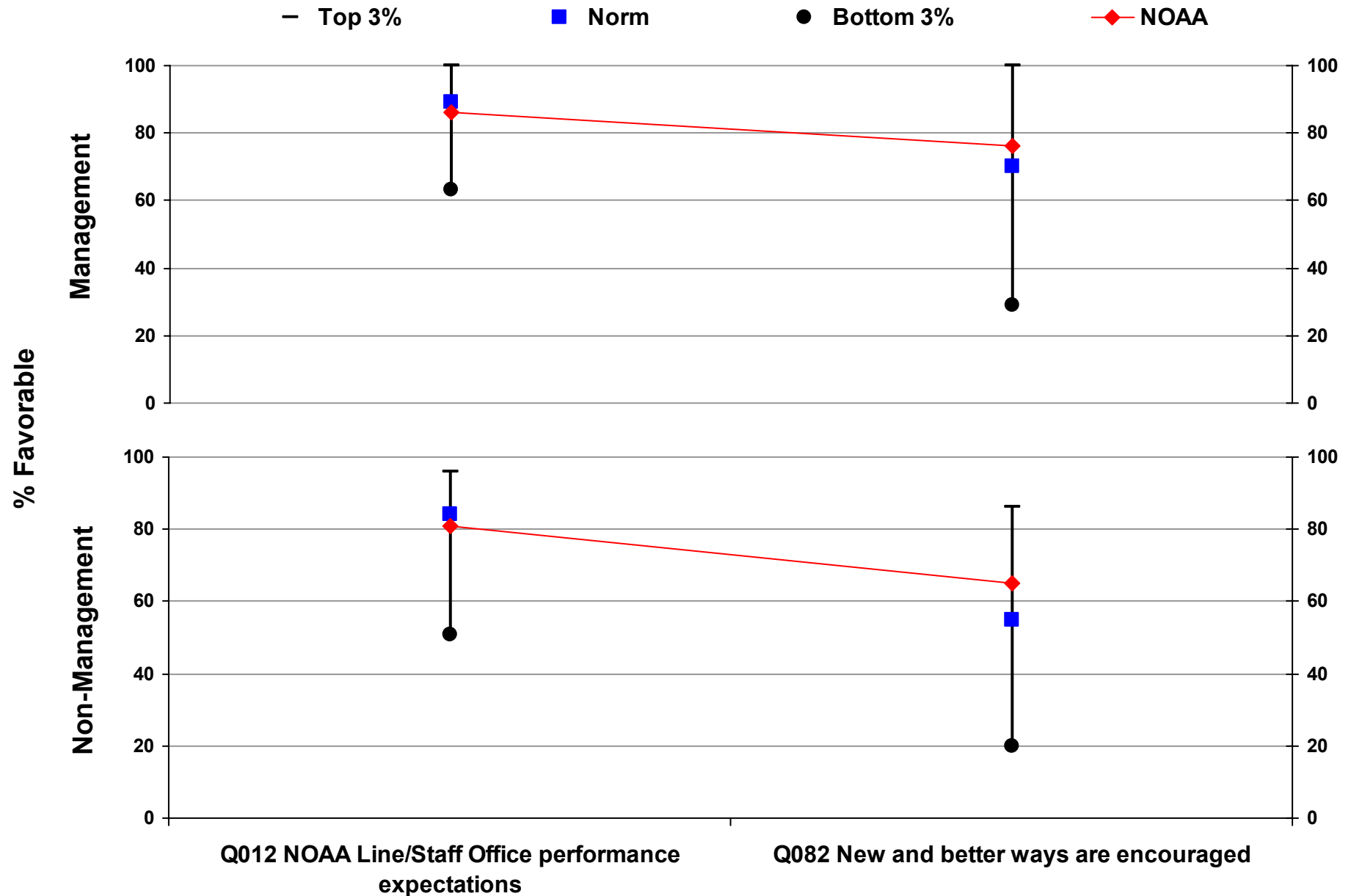
■ % Favorable

□ % Neutral

■ % Unfavorable

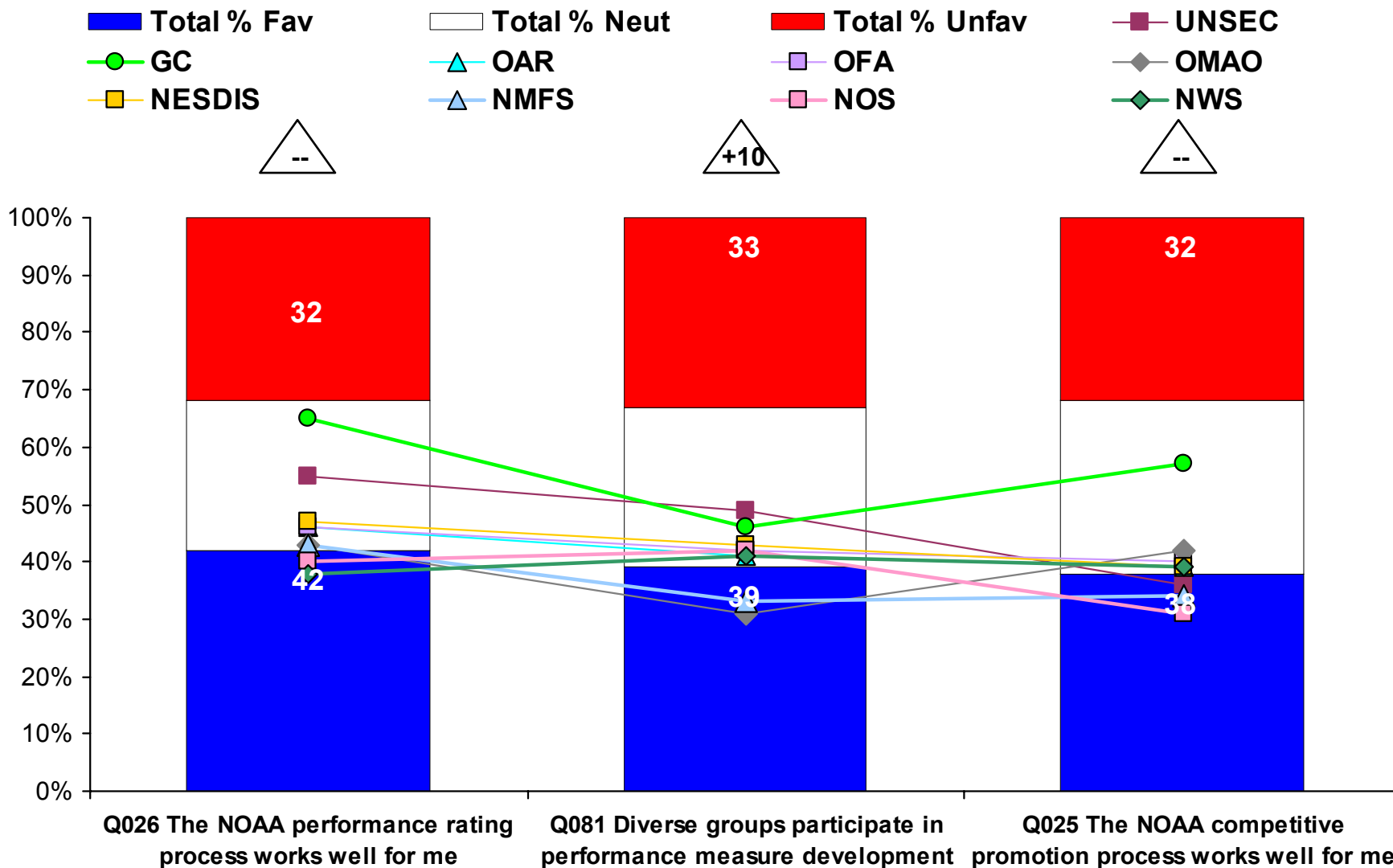


Innovation - Normative Comparison



Organizational Measures

Ranked by % Favorable



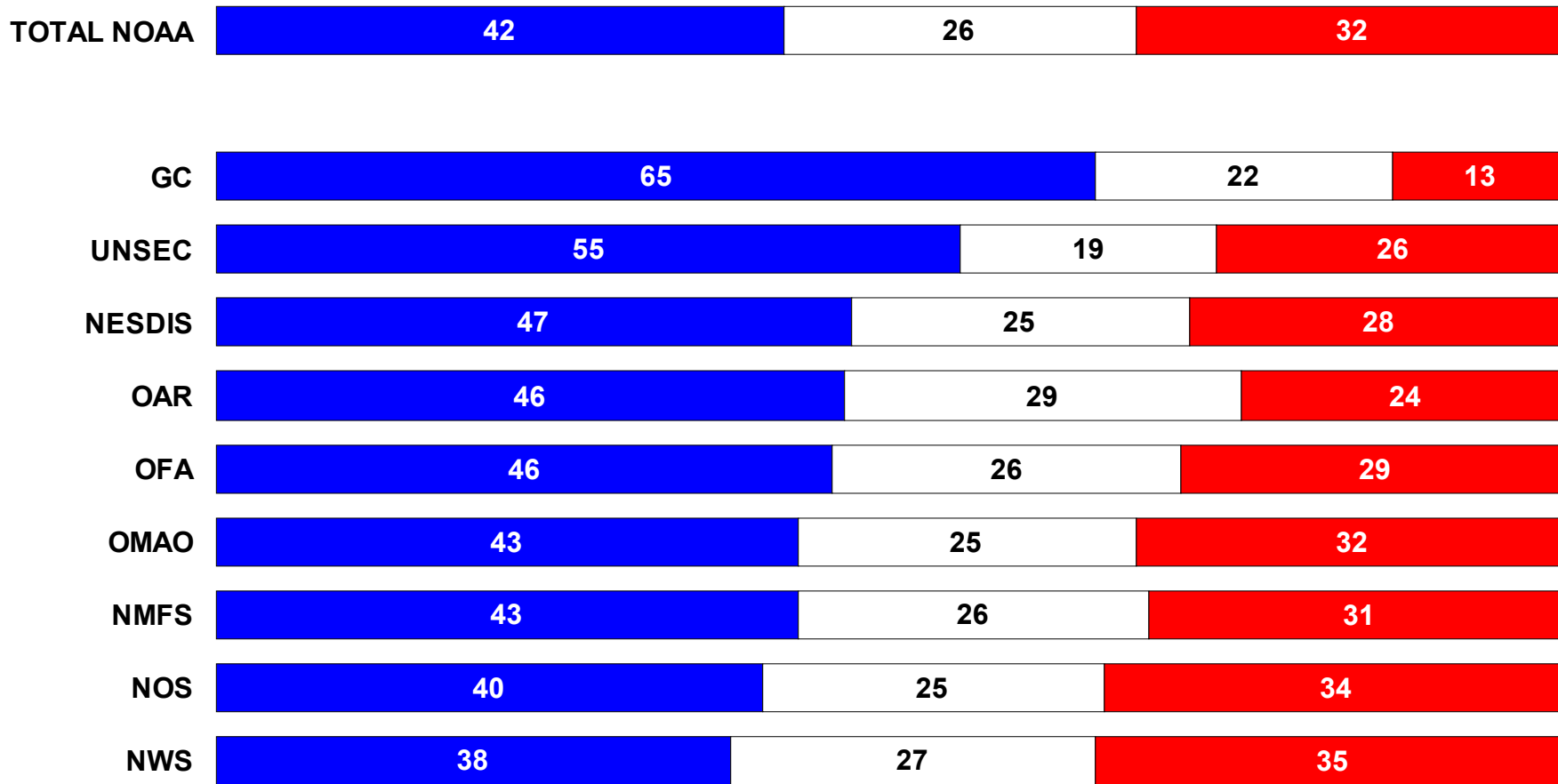
Organizational Measures

Q.26 Agree or Disagree: The NOAA process for rating performance works well for me.

■ % Favorable

□ % Neutral

■ % Unfavorable



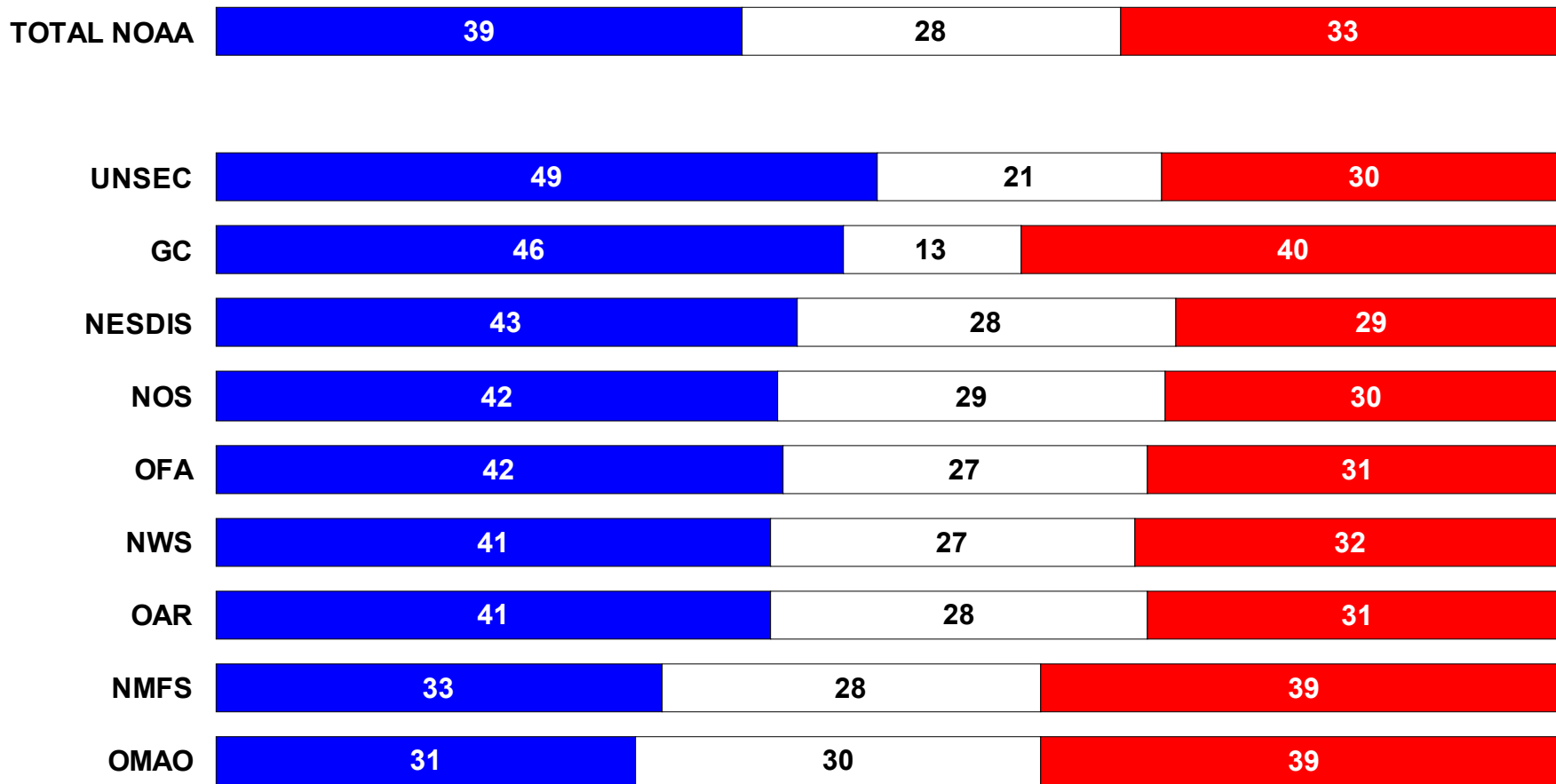
Organizational Measures

Q.81 Agree or disagree: Diverse groups (for example, work teams, customers) participate in the development of performance measures where I work.

■ % Favorable

□ % Neutral

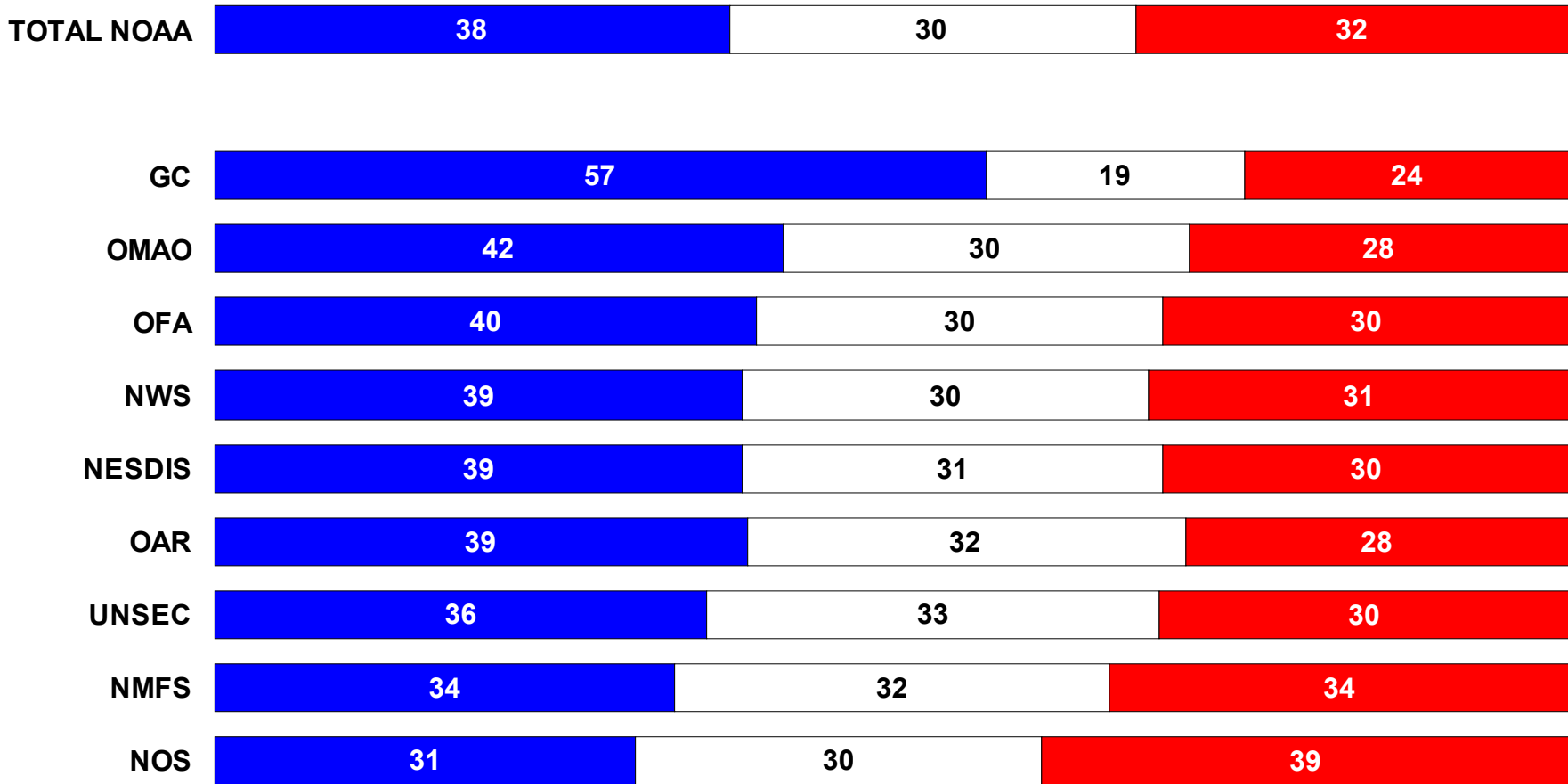
■ % Unfavorable



Organizational Measures

Q.25 Agree or Disagree: The NOAA process for considering employees for competitive promotion works well for me.

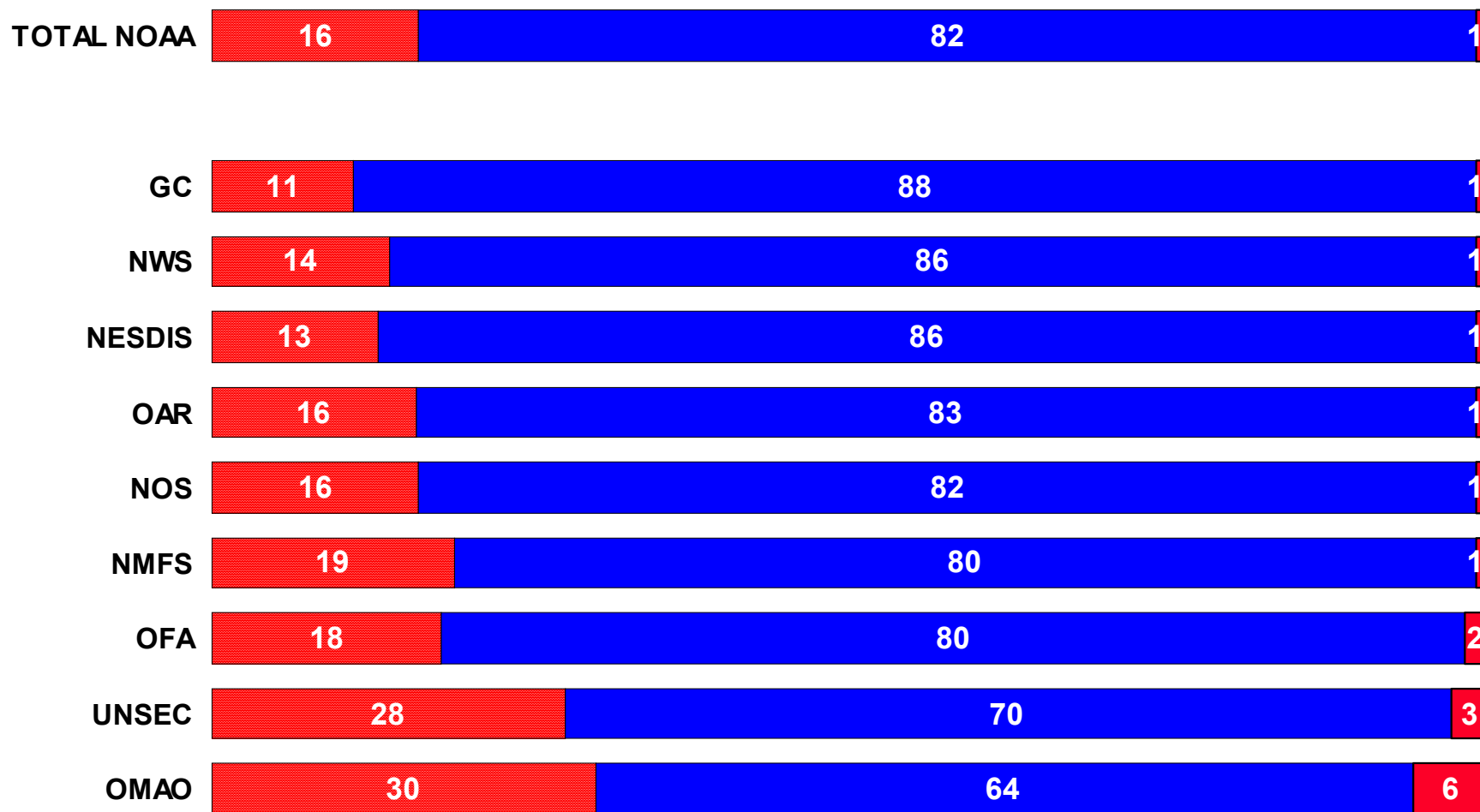
■ % Favorable □ % Neutral ■ % Unfavorable



Use of Resources

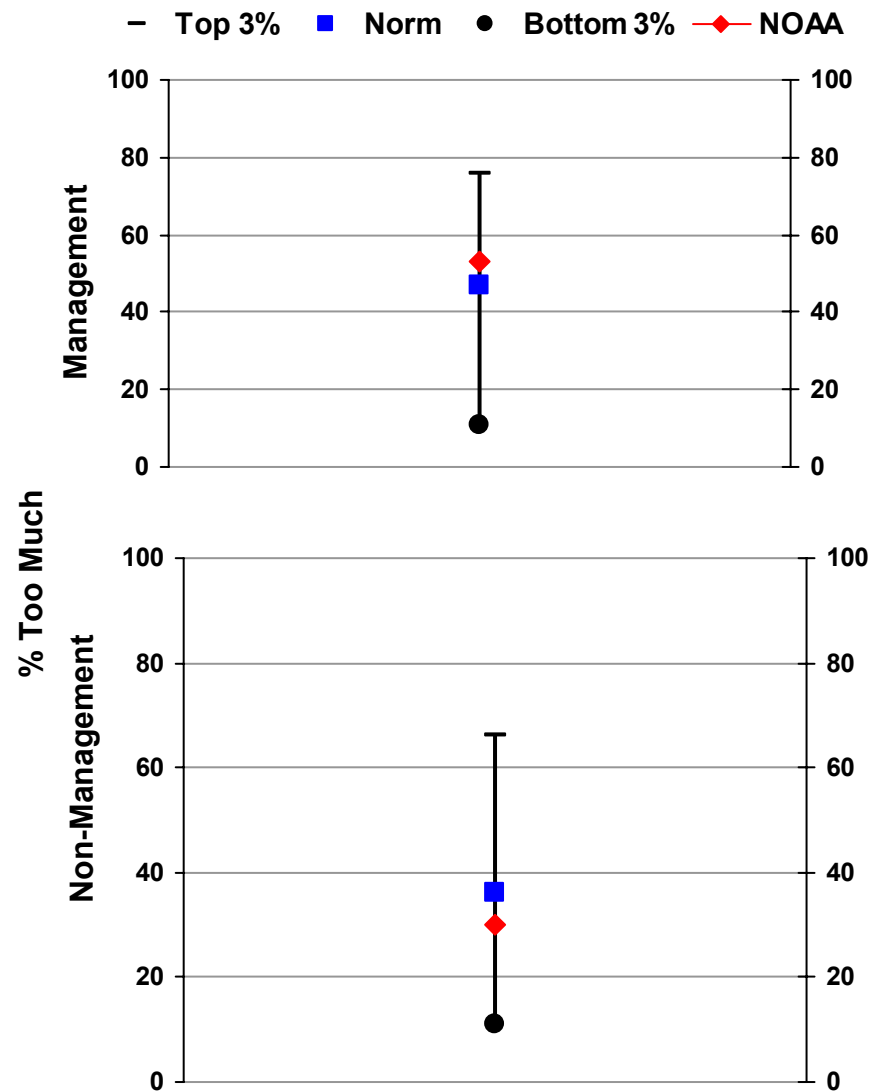
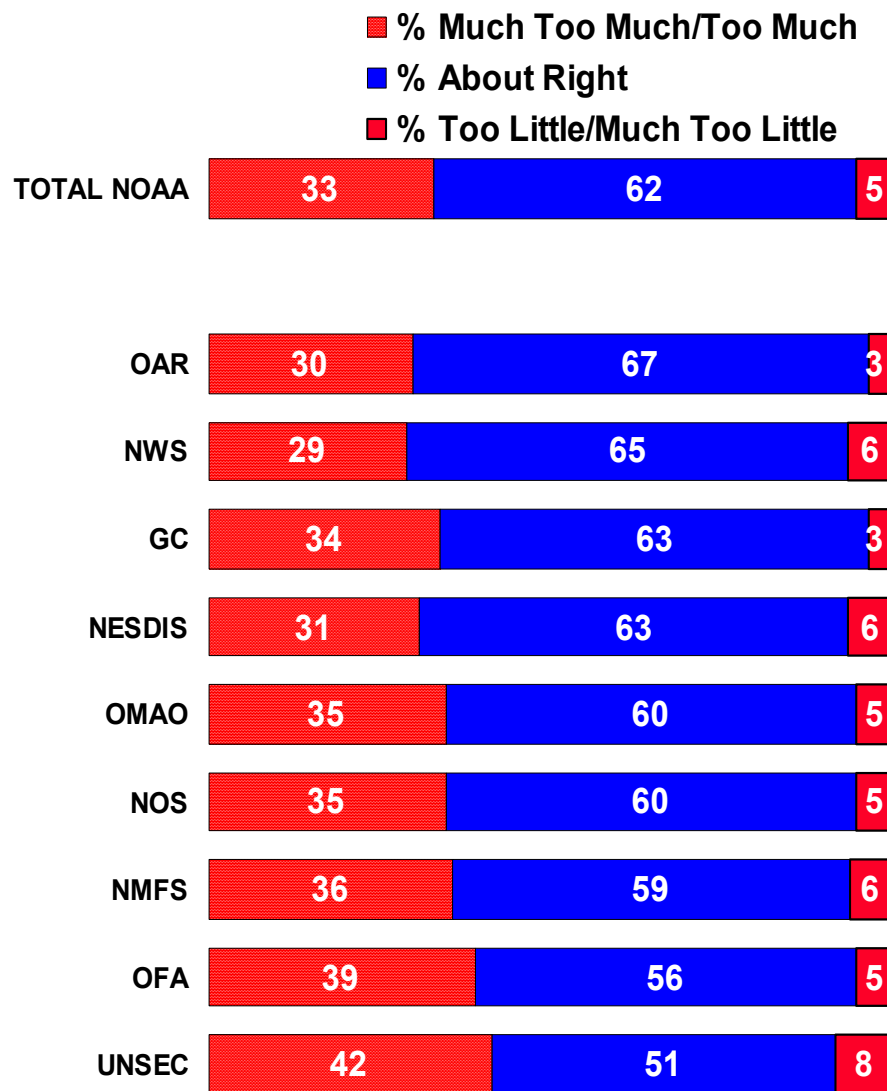
Q.121 How do you feel about the number of hours you are expected to work?

■ % Much Too Much/Too Much ■ % About Right ■ % Too Little/Much Too Little



Use of Resources

Q.120 How do you feel about the amount of work you are expected to do?



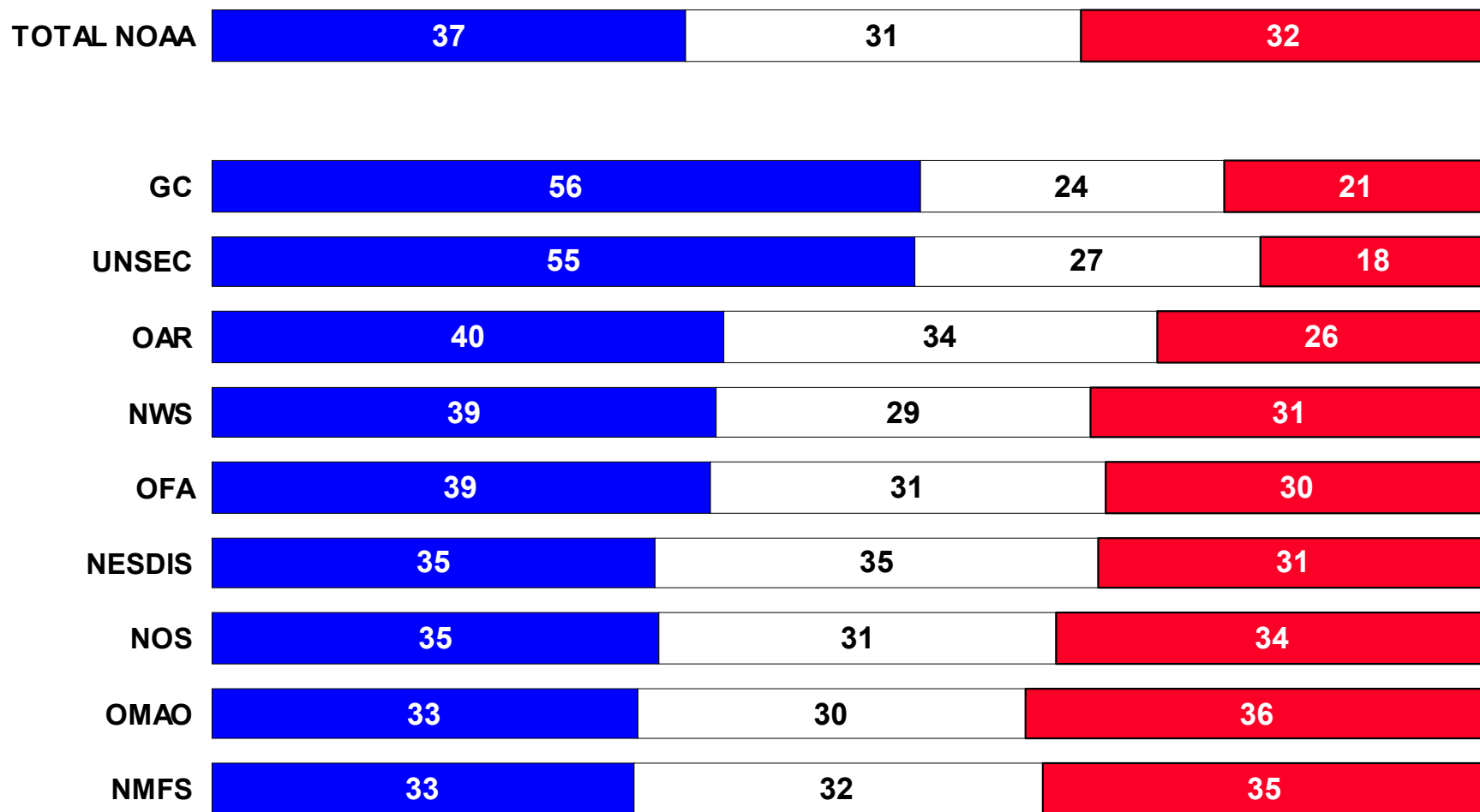
Use of Resources

Q.83 Agree or disagree: In my Line/Staff Office, work practices and procedures that are no longer needed are eliminated.

■ % Favorable

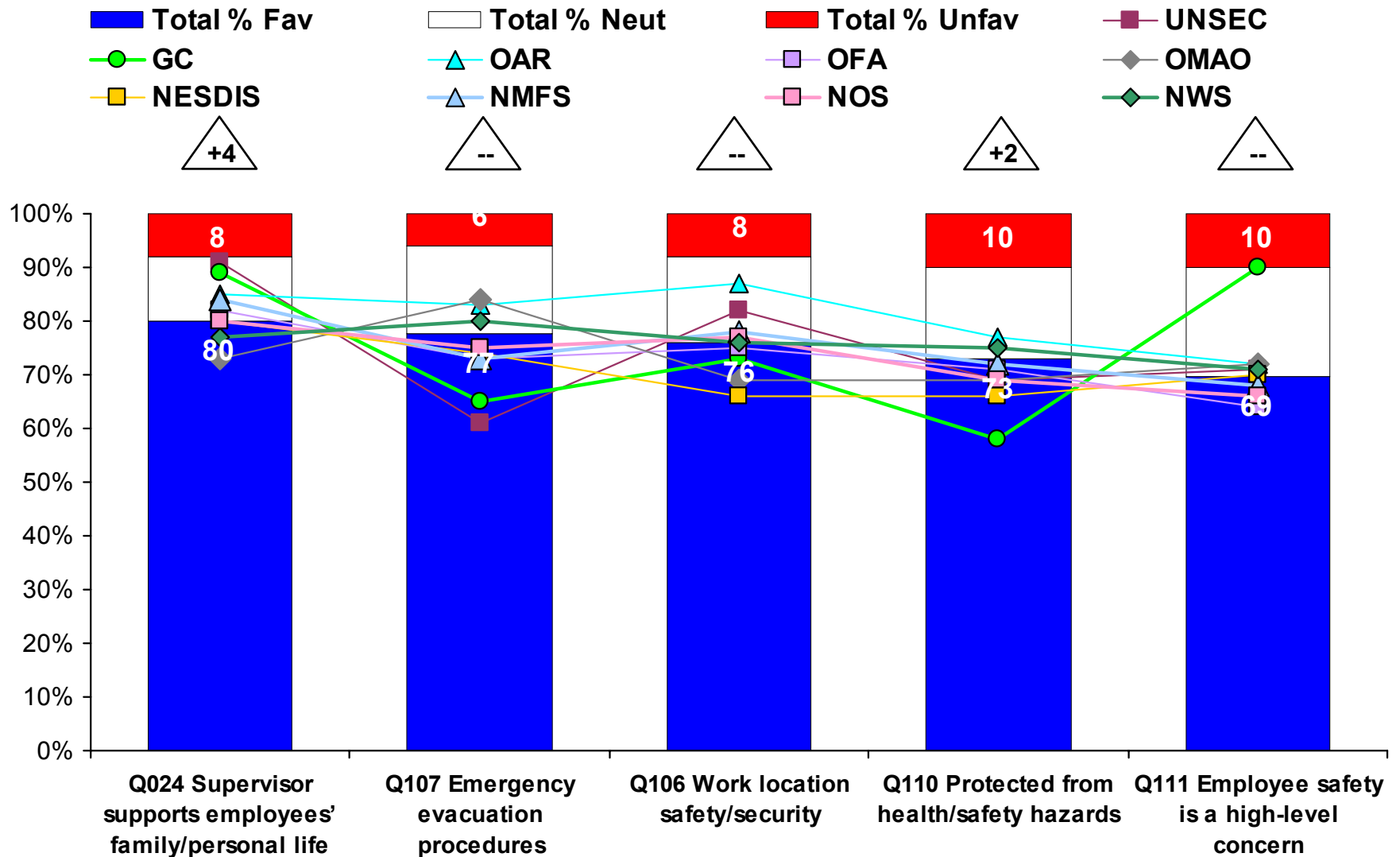
□ % Neutral

■ % Unfavorable



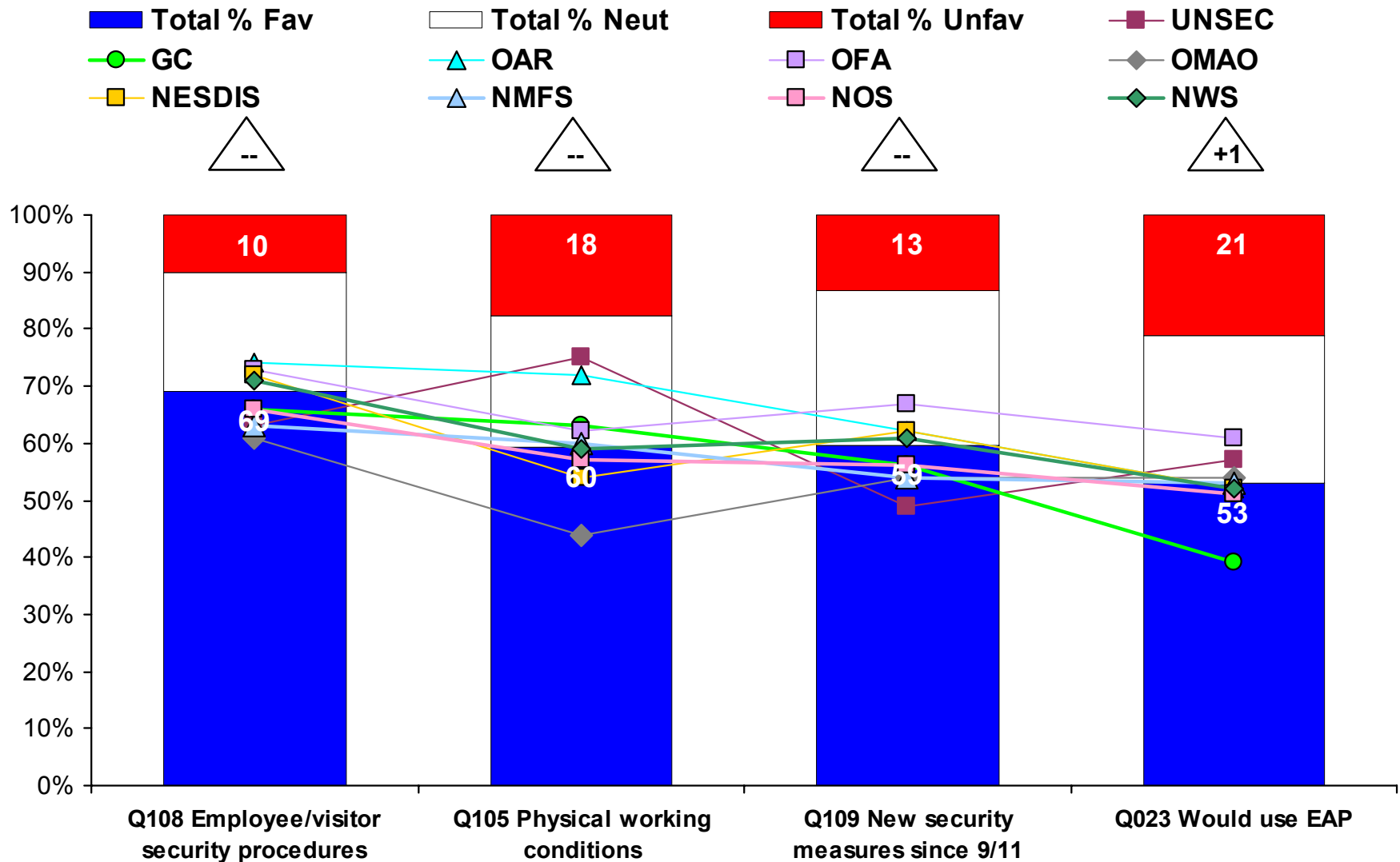
Work Environment

Ranked by % Favorable



Work Environment

Ranked by % Favorable



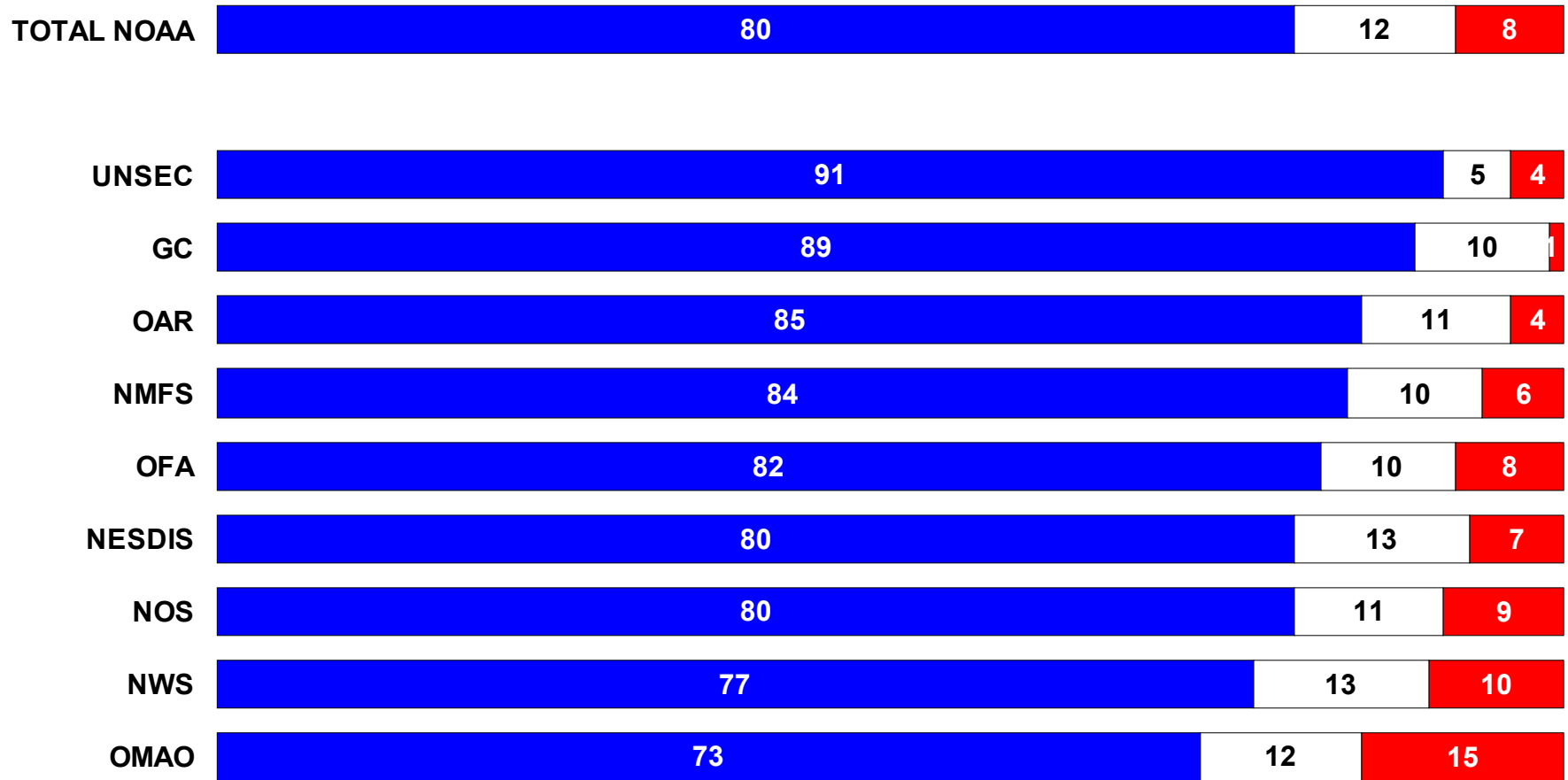
Work Environment

Q.24 Agree or Disagree: My supervisor understands and supports employees' family/personal life responsibilities.

■ % Favorable

□ % Neutral

■ % Unfavorable



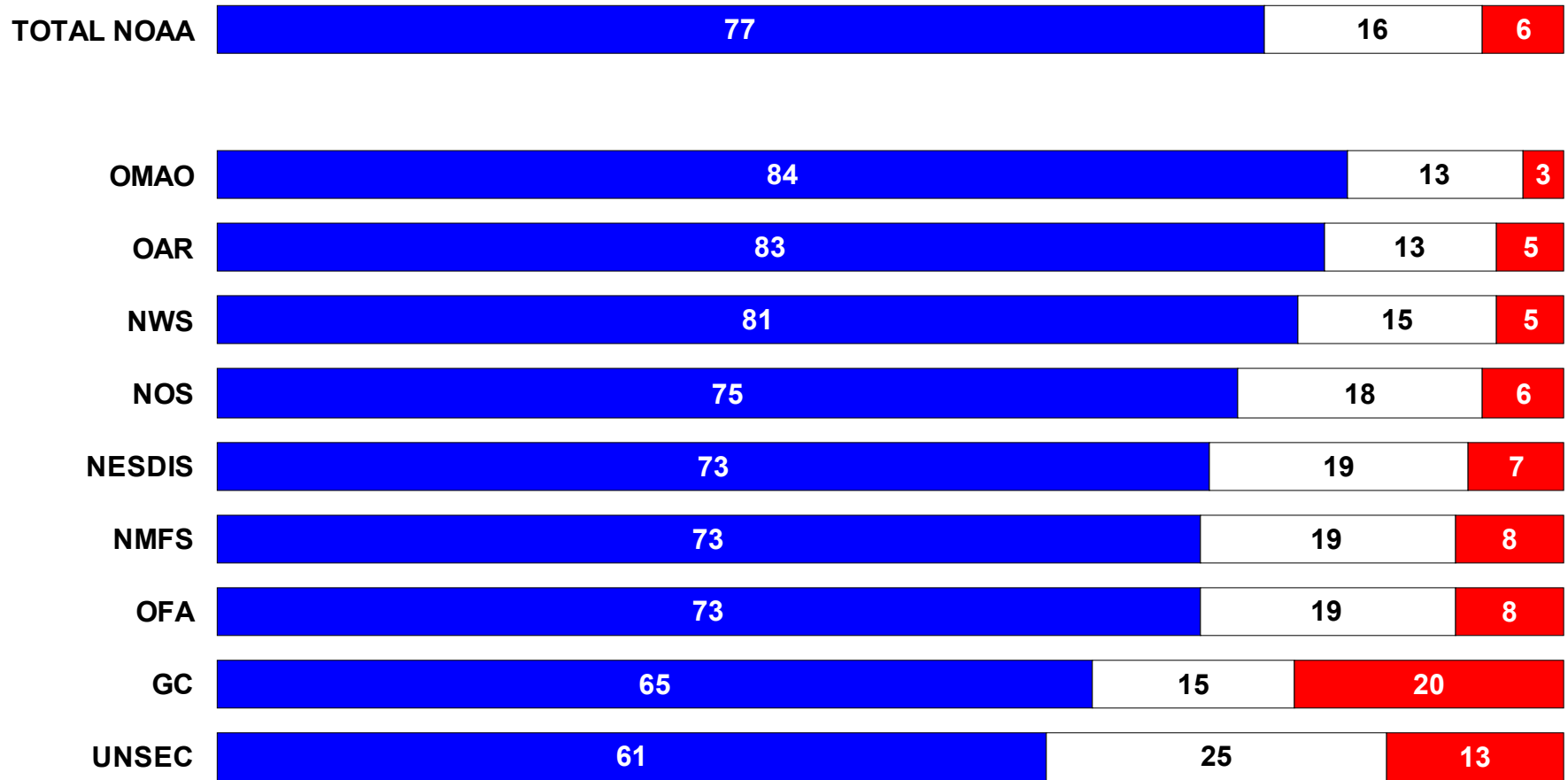
Work Environment

Q.107 How would you rate the emergency evacuation procedures where you work?

■ % Favorable

□ % Neutral

■ % Unfavorable



Work Environment

Q.106 How would you rate the safety and security of your work location (i.e., the location of the building where you work)?

■ % Favorable

□ % Neutral

■ % Unfavorable



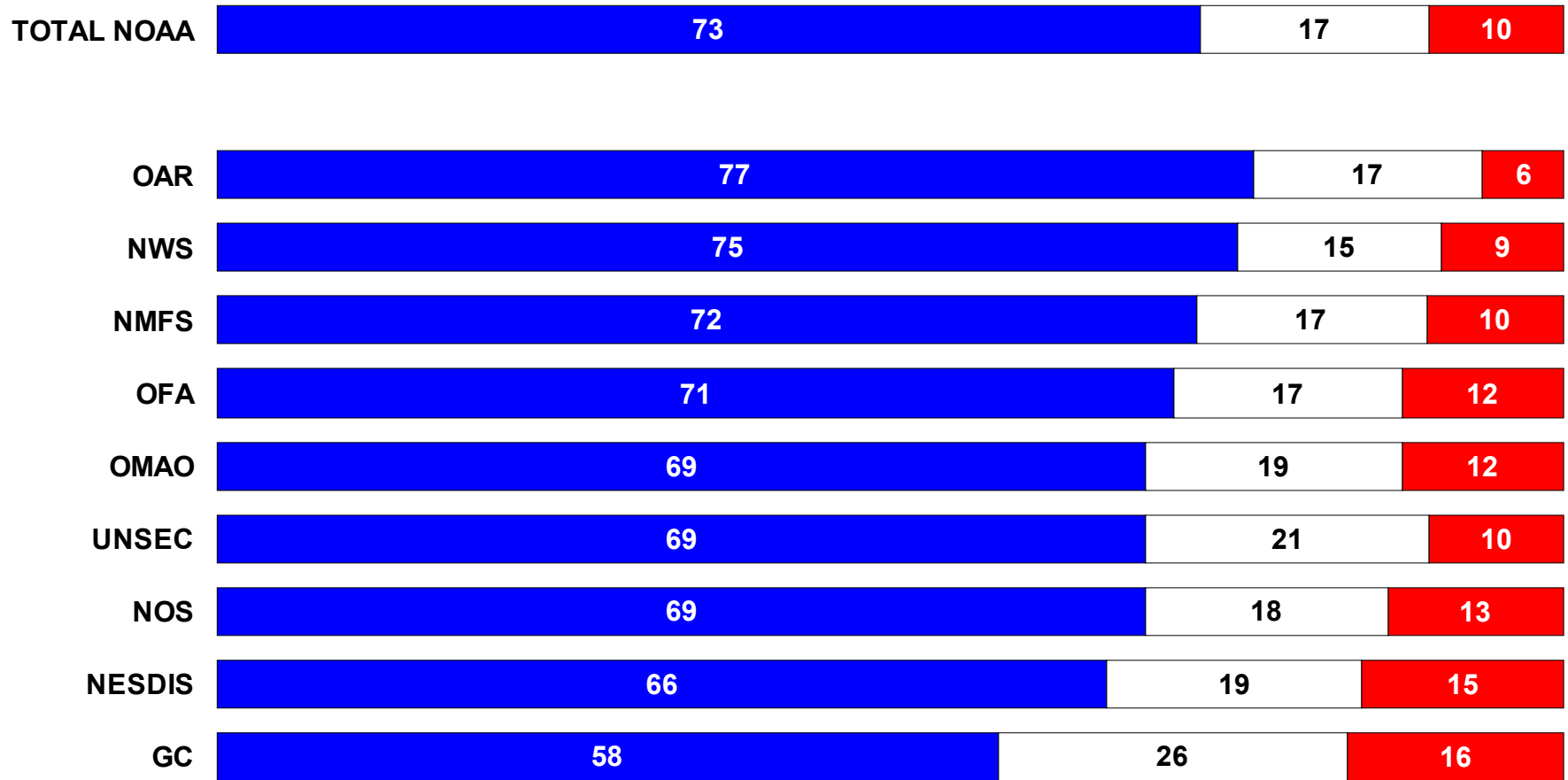
Work Environment

Q.110 Agree or Disagree: Employees are protected from health and safety hazards on the job.

■ % Favorable

□ % Neutral

■ % Unfavorable



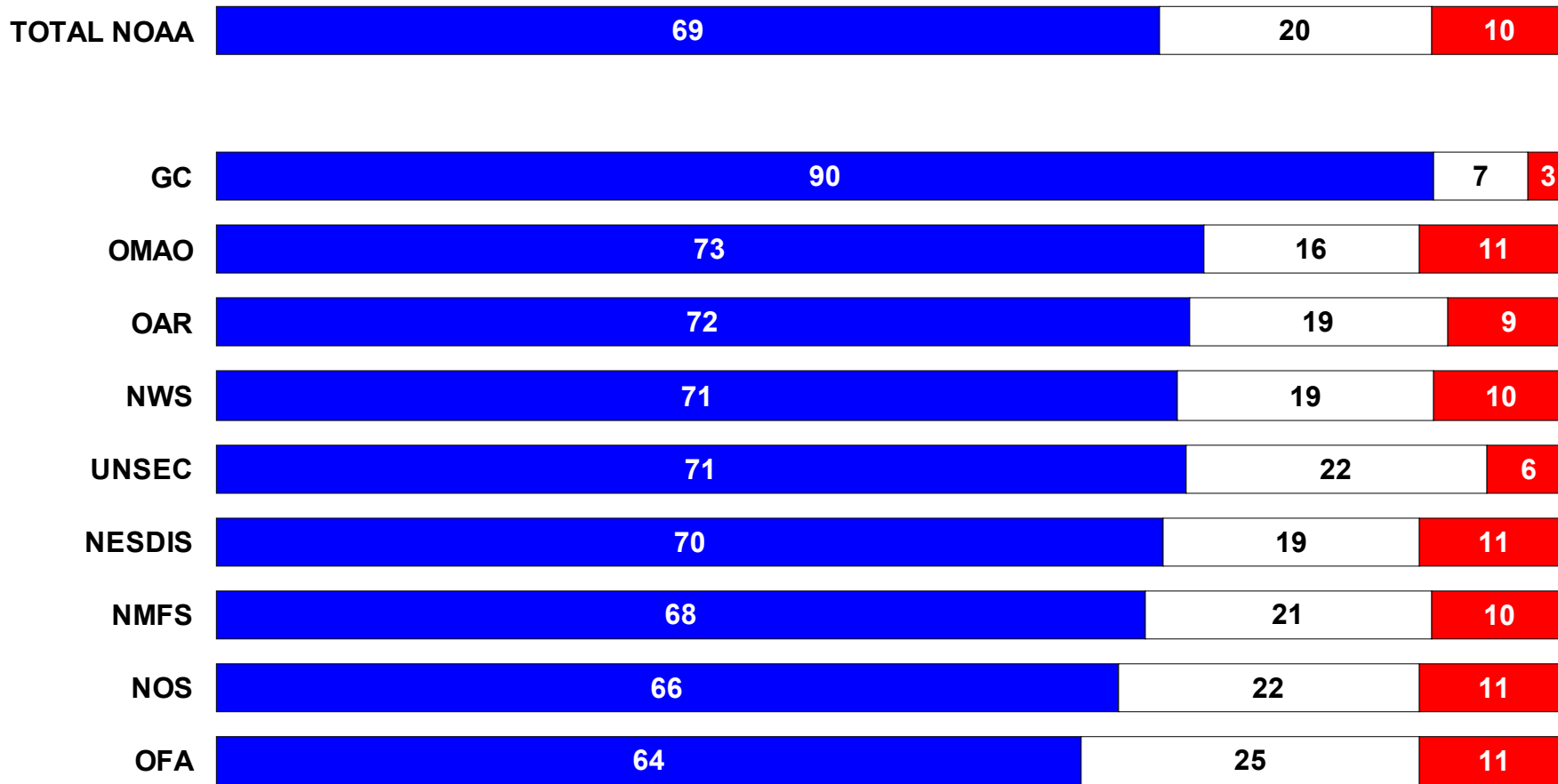
Work Environment

Q.111 Agree or Disagree: Management in my NOAA Line/Staff Office regards employee safety at work as a high-level concern.

■ % Favorable

□ % Neutral

■ % Unfavorable



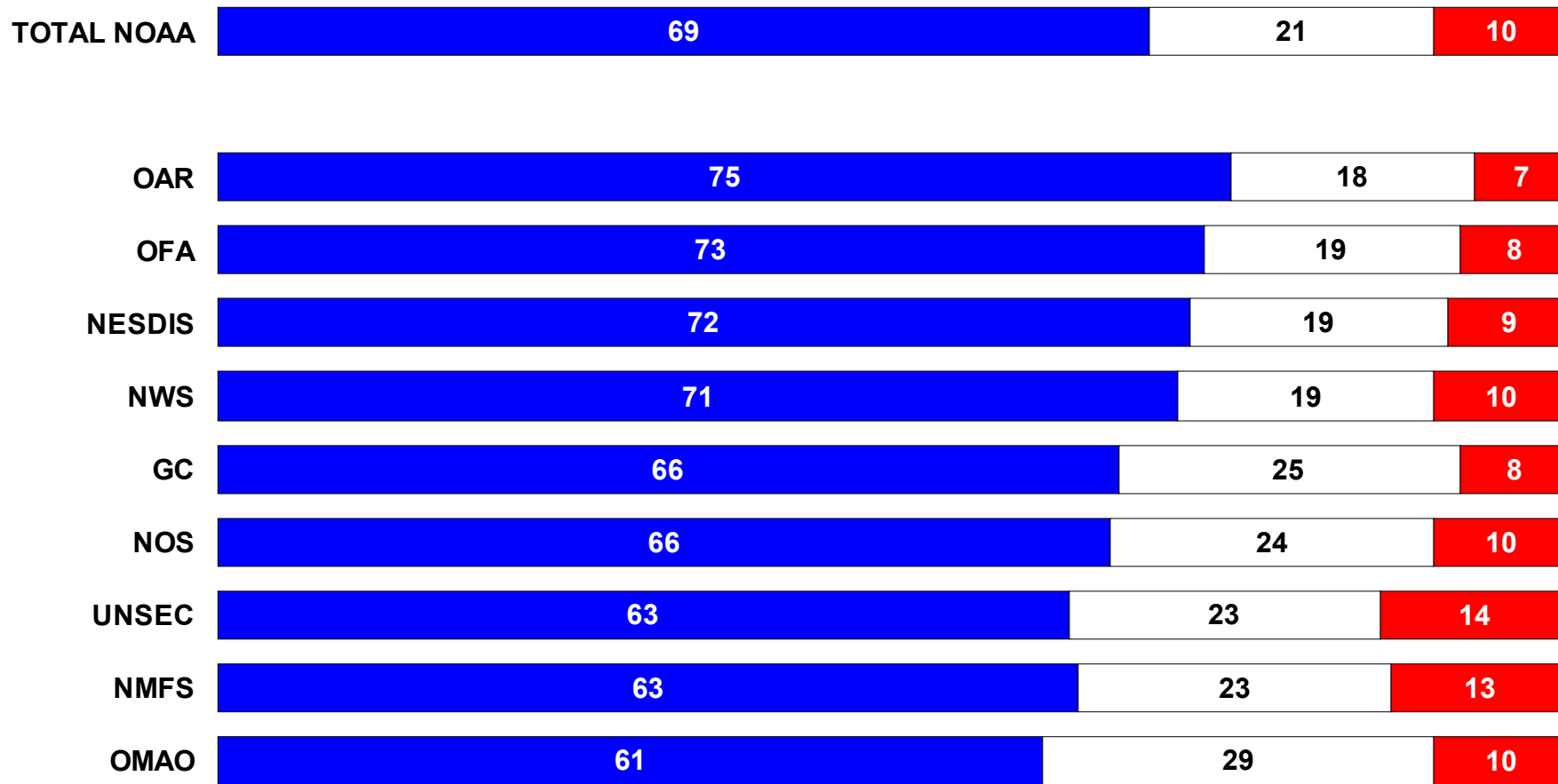
Work Environment

Q.108 How would you rate security procedures for employees where you work and for visitors to your work location (ID checks, etc.)?

■ % Favorable

□ % Neutral

■ % Unfavorable



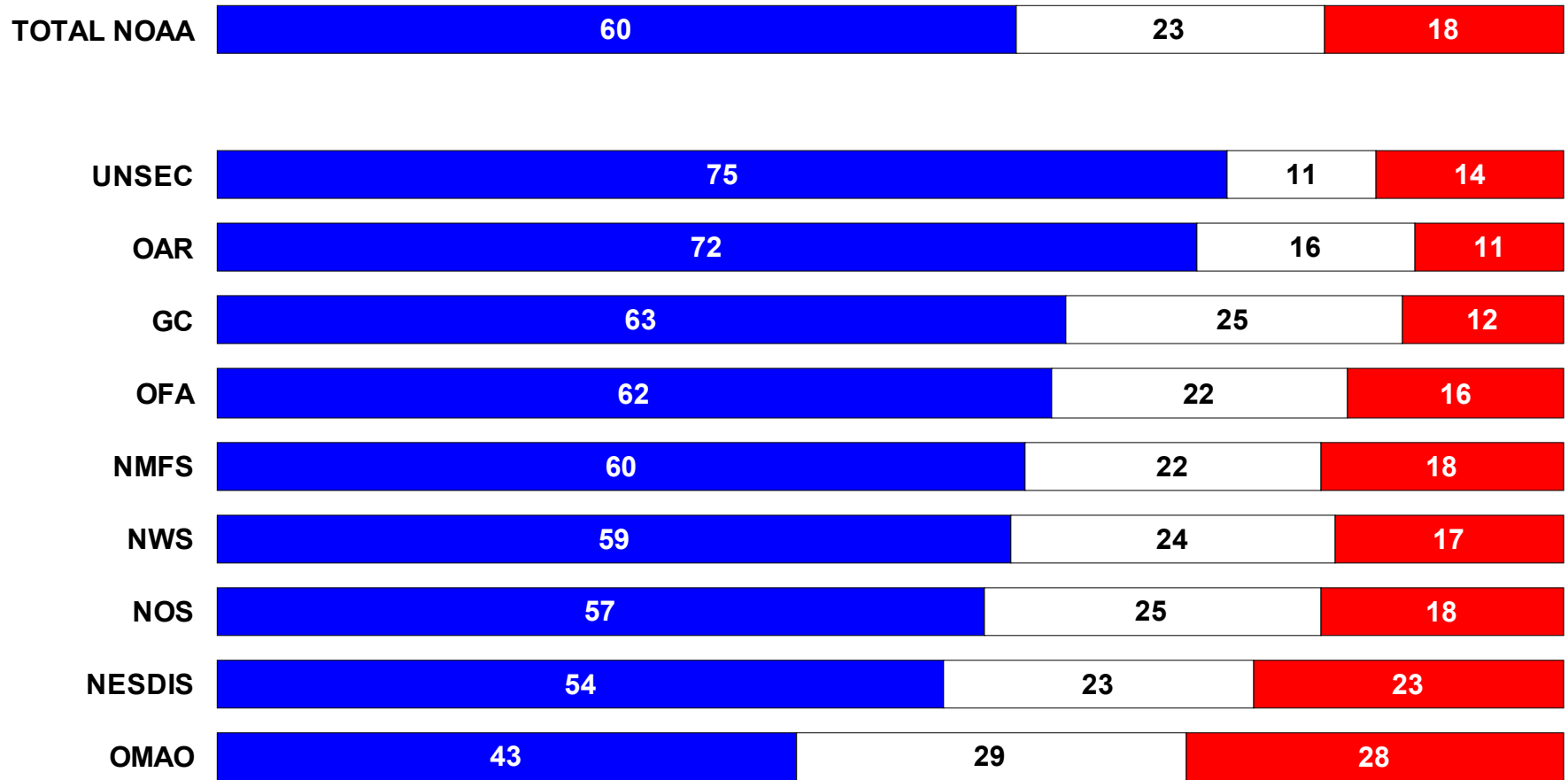
Work Environment

Q.105 How would you rate your physical working conditions overall (space, privacy, air quality, temperature, noise, etc.)?

■ % Favorable

□ % Neutral

■ % Unfavorable



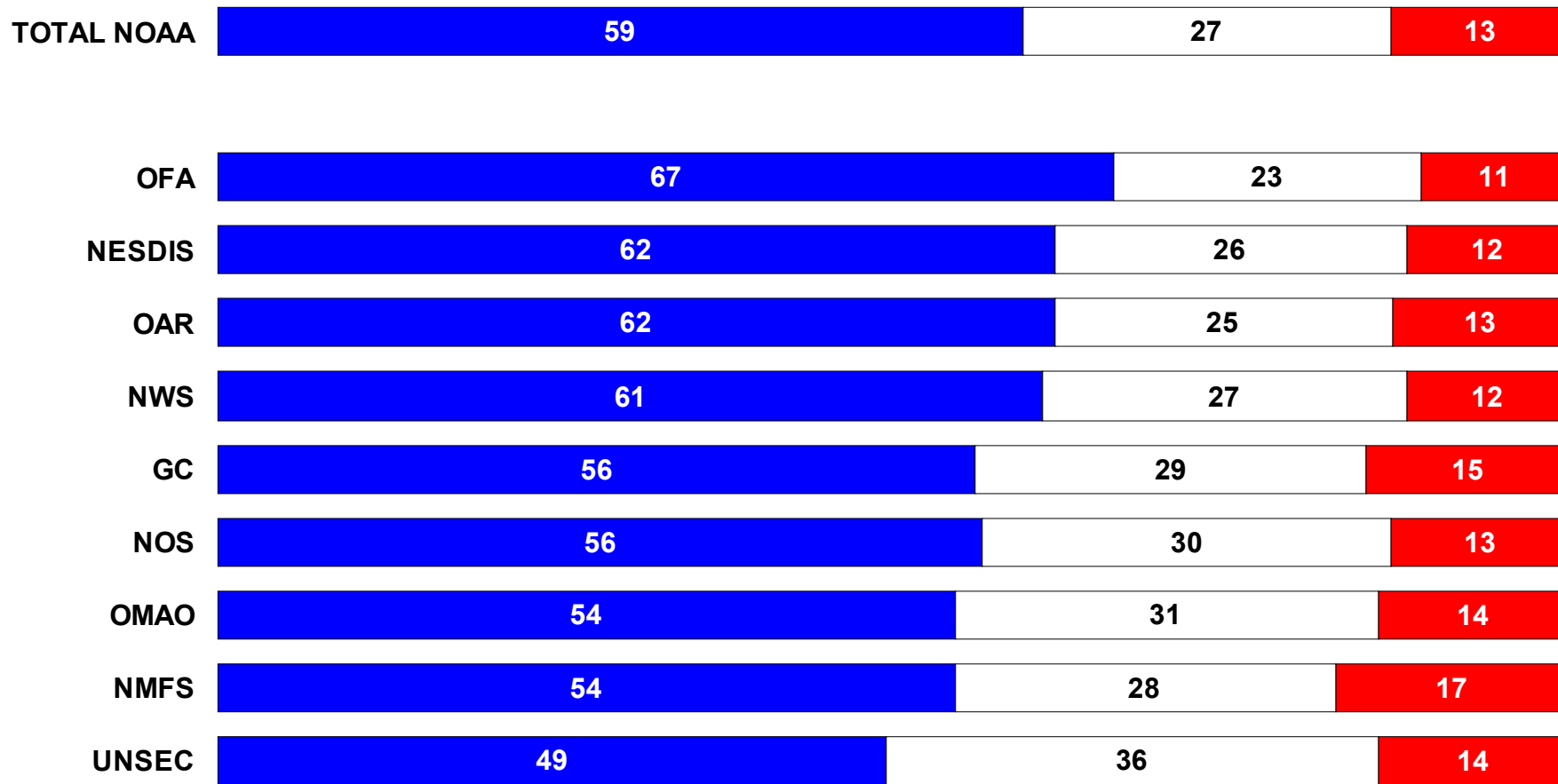
Work Environment

Q.109 How would you rate the effectiveness of the new security measures put in place since September 11, 2001?

■ % Favorable

□ % Neutral

■ % Unfavorable



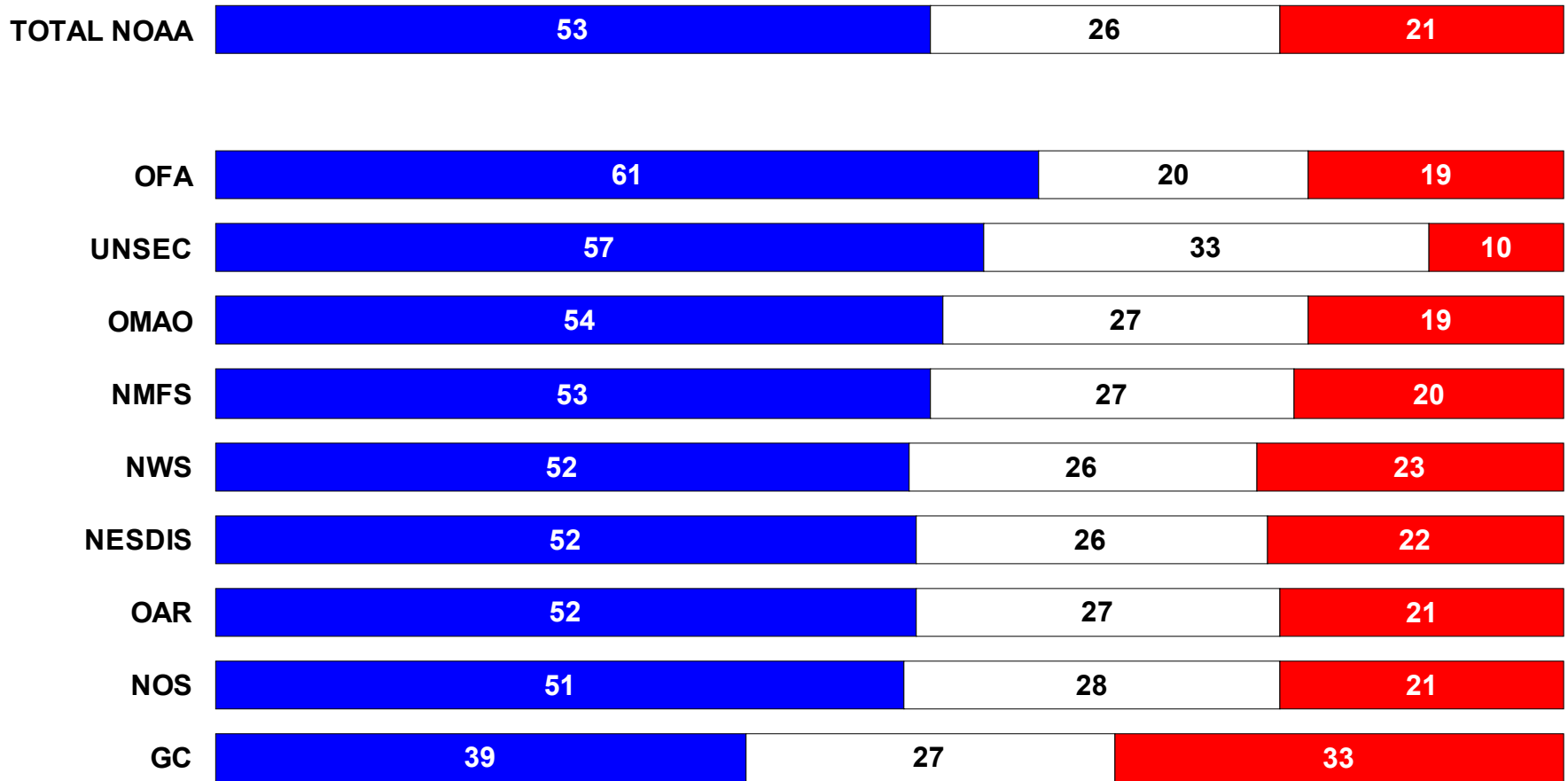
Work Environment

Q.23 Agree or Disagree: I would utilize the employee assistance program if I encountered problems at work or at home.

■ % Favorable

□ % Neutral

■ % Unfavorable



Work Environment - Normative Comparison

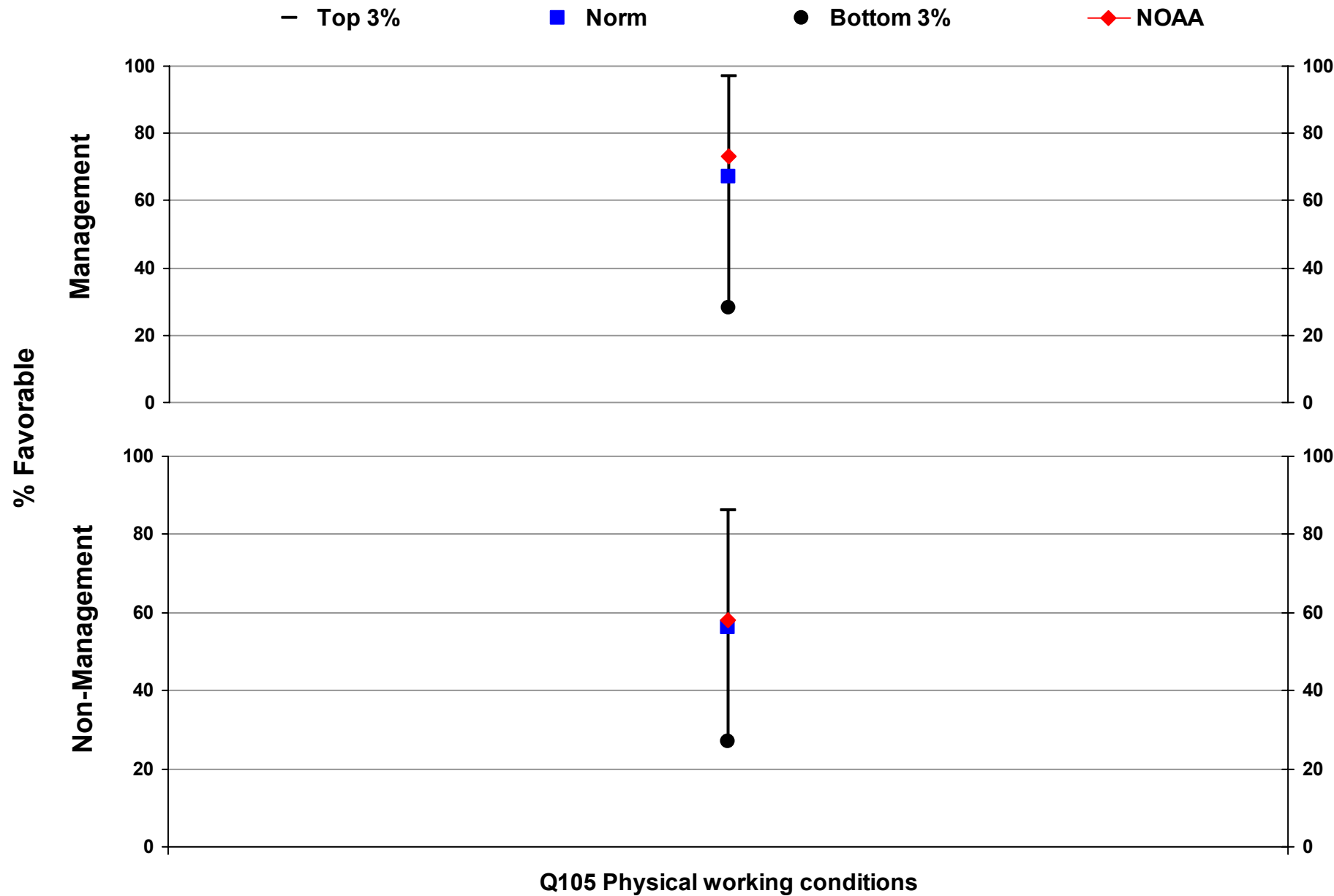


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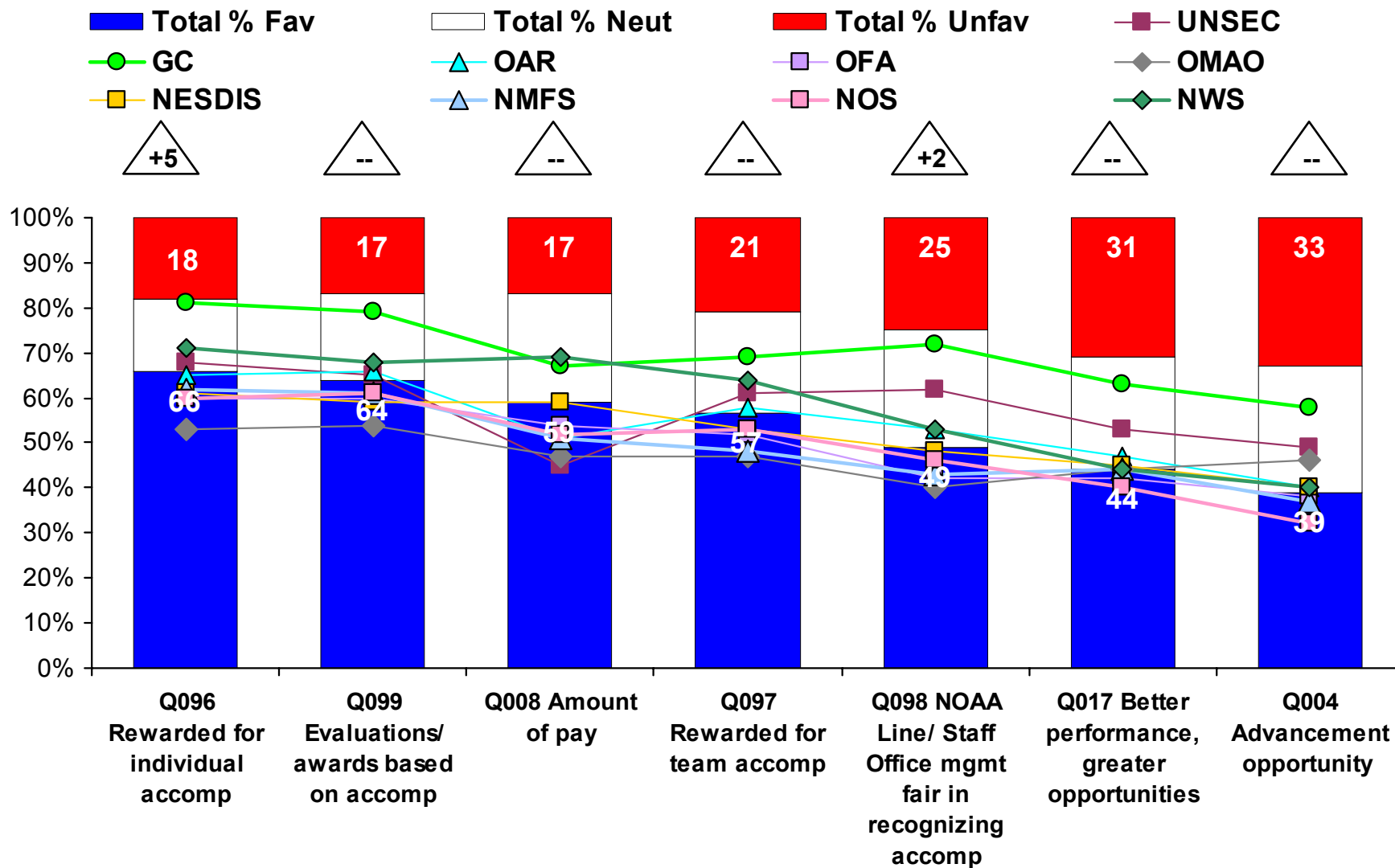
VII. Equity

- A. Fairness and Treatment of Others
- B. EEO

VIII. Additional Experiences

Rewards and Recognition

Ranked by % Favorable



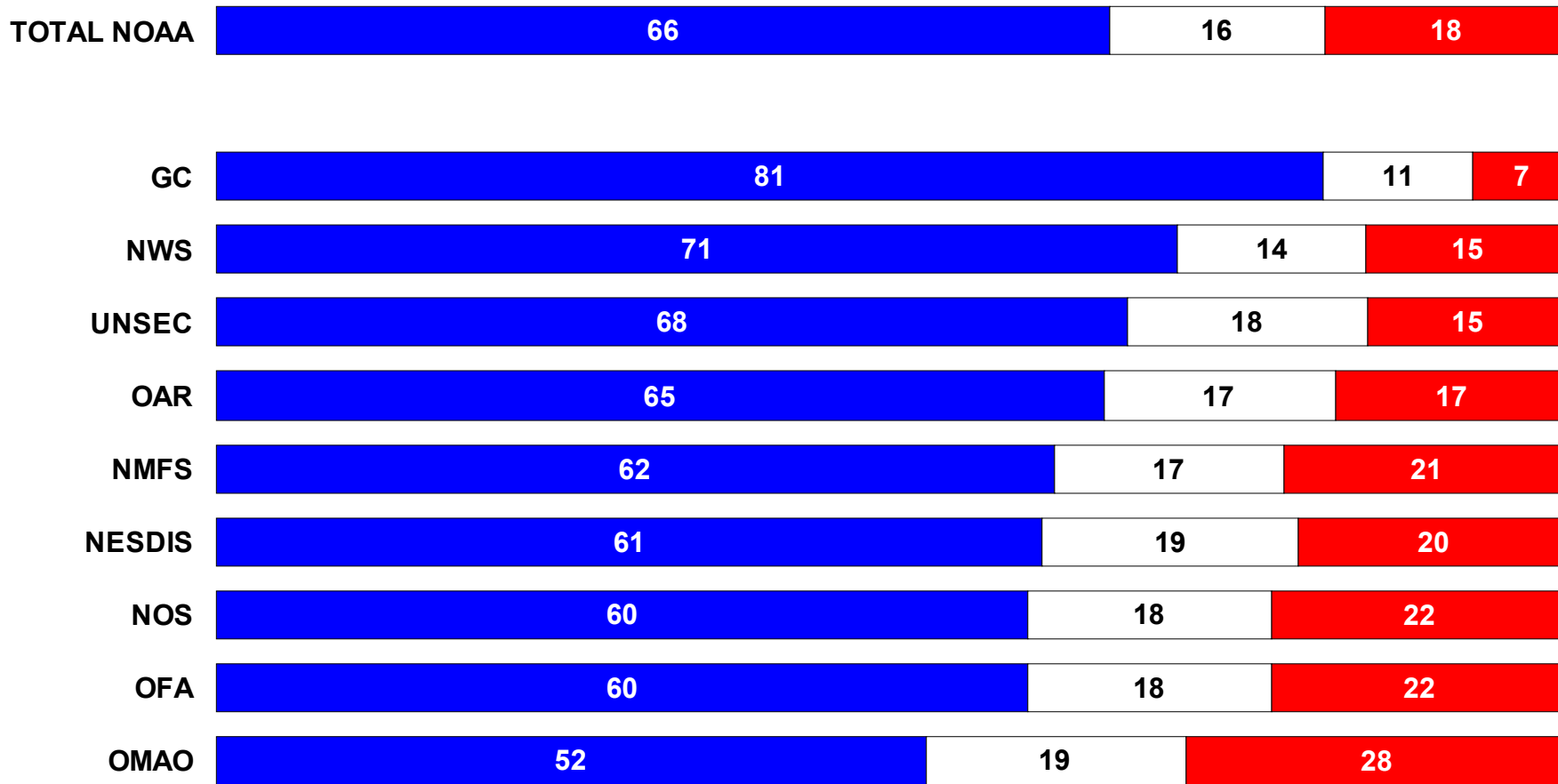
Rewards and Recognition

Q.96 Agree or disagree: In my workgroup, I am rewarded for individual accomplishments on my job.

■ % Favorable

□ % Neutral

■ % Unfavorable



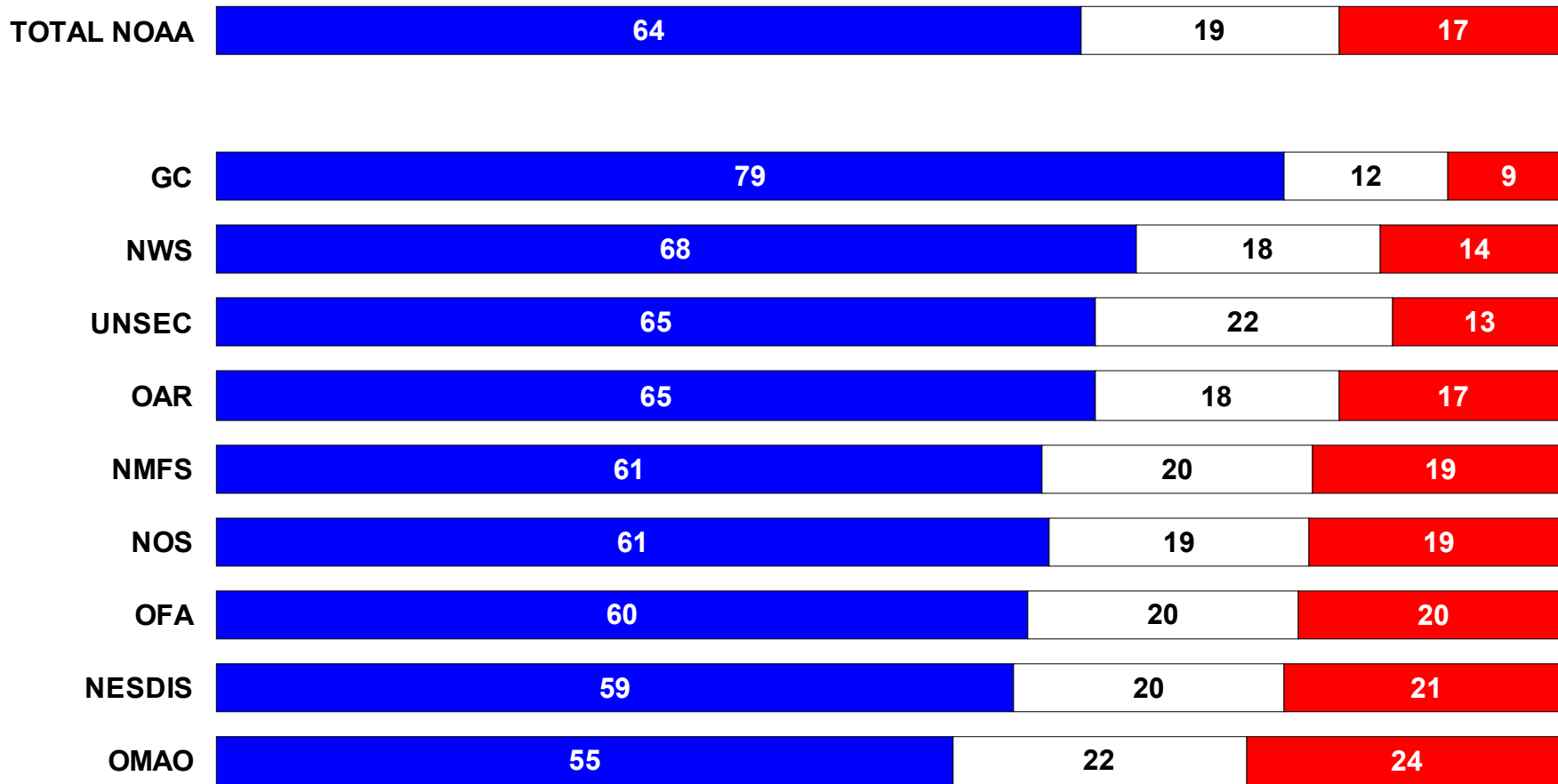
Rewards and Recognition

Q.99 Agree or disagree: My evaluations and awards are based on my substantive and measurable accomplishments.

■ % Favorable

□ % Neutral

■ % Unfavorable



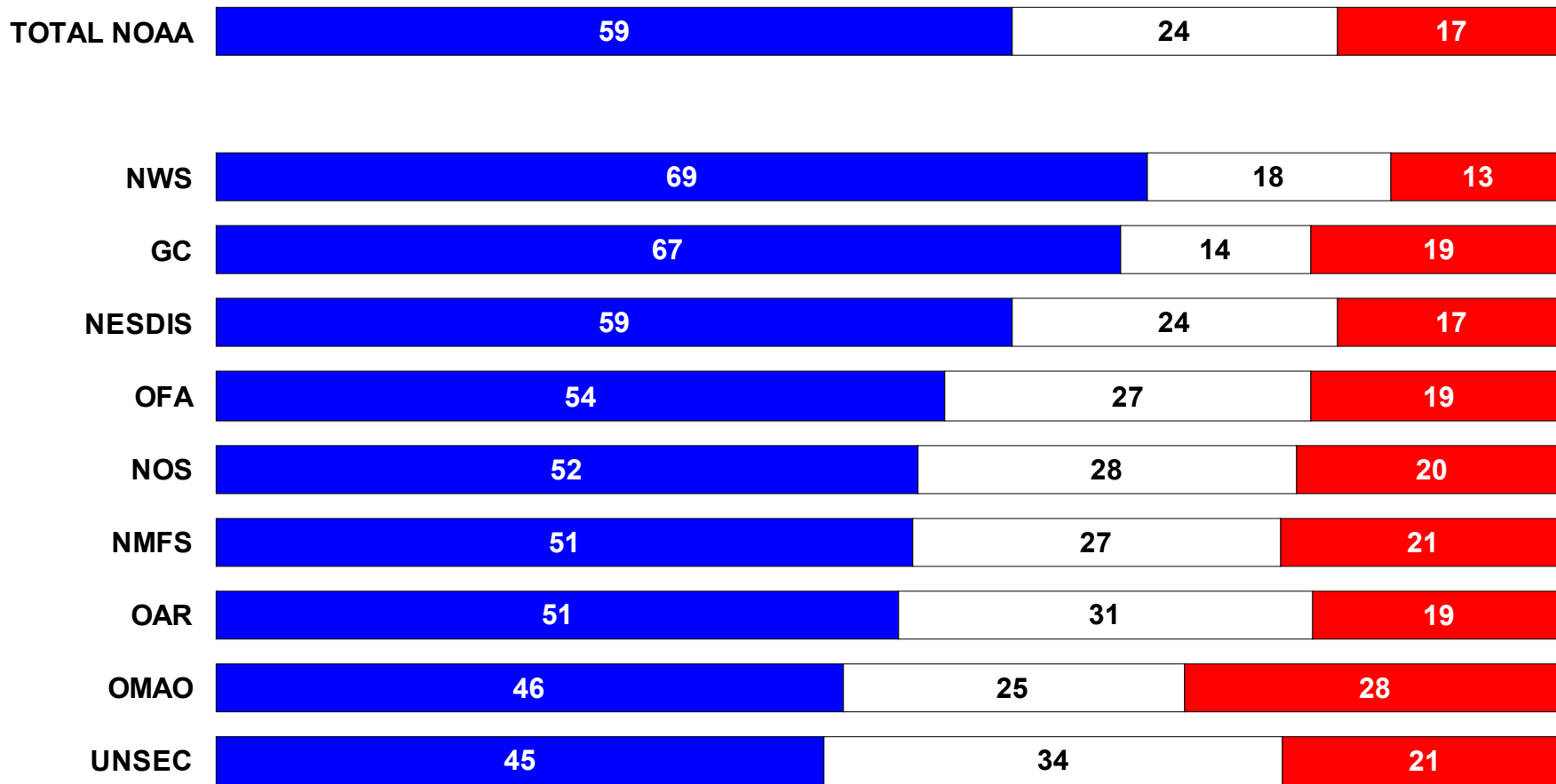
Rewards and Recognition

Q.8 How would you rate the amount of pay you receive for your job compared to employees in other organizations doing similar work?

■ % Favorable

□ % Neutral

■ % Unfavorable



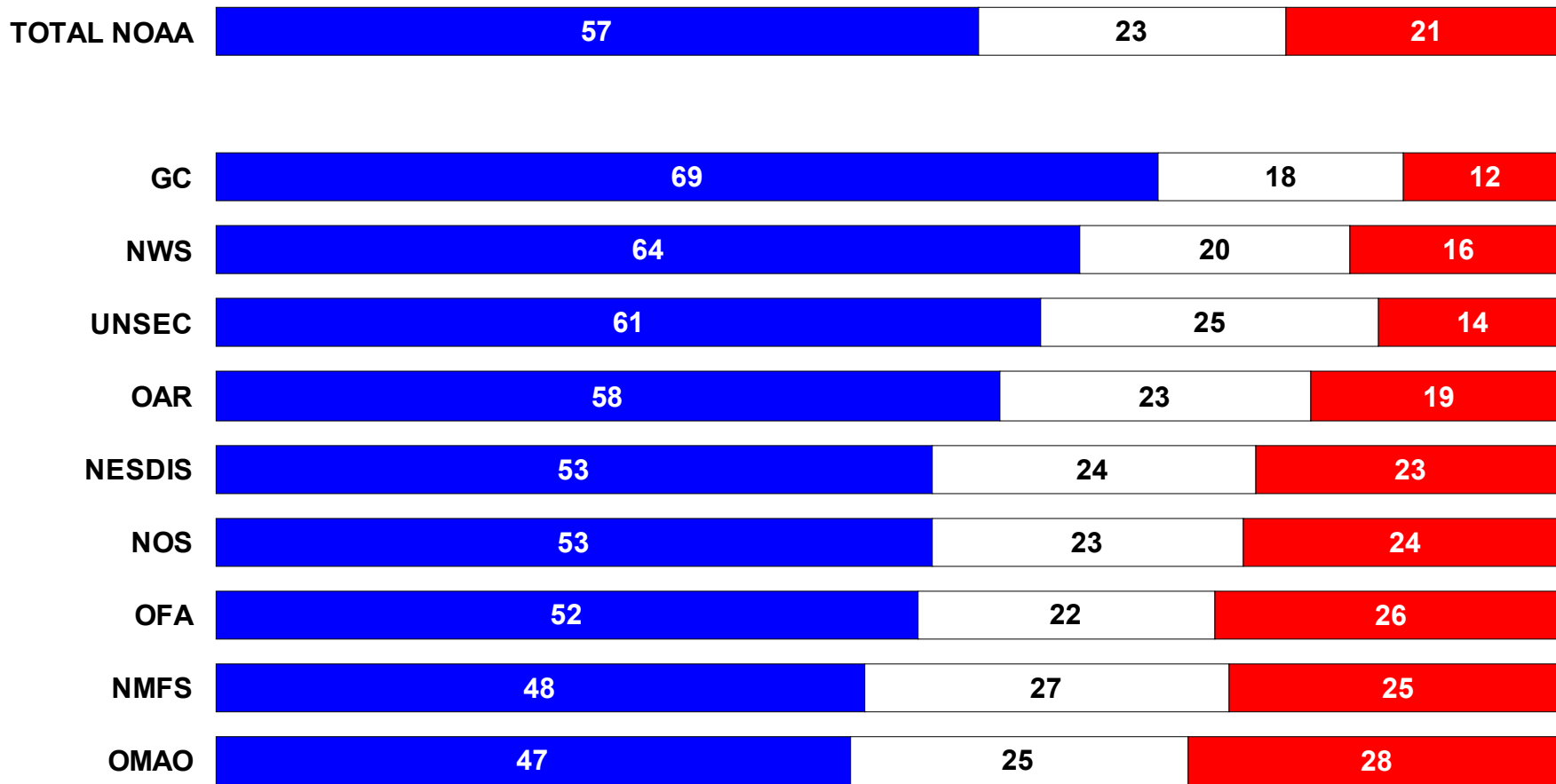
Rewards and Recognition

Q.97 Agree or disagree: I am rewarded for my team accomplishments.

■ % Favorable

□ % Neutral

■ % Unfavorable



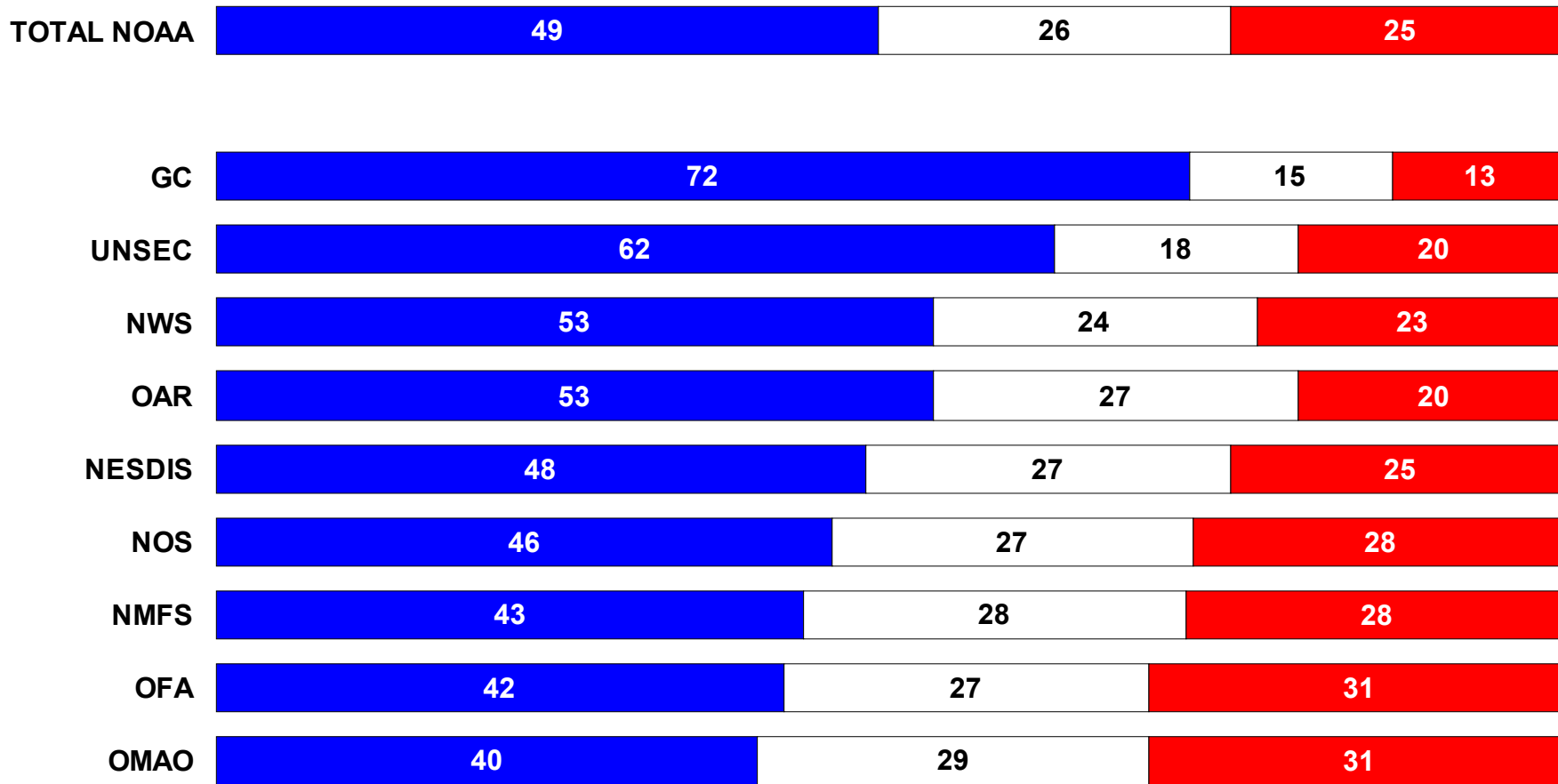
Rewards and Recognition

Q.98 Agree or disagree: In my NOAA Line/Staff Office, management is fair in recognizing personal and team accomplishments.

■ % Favorable

□ % Neutral

■ % Unfavorable



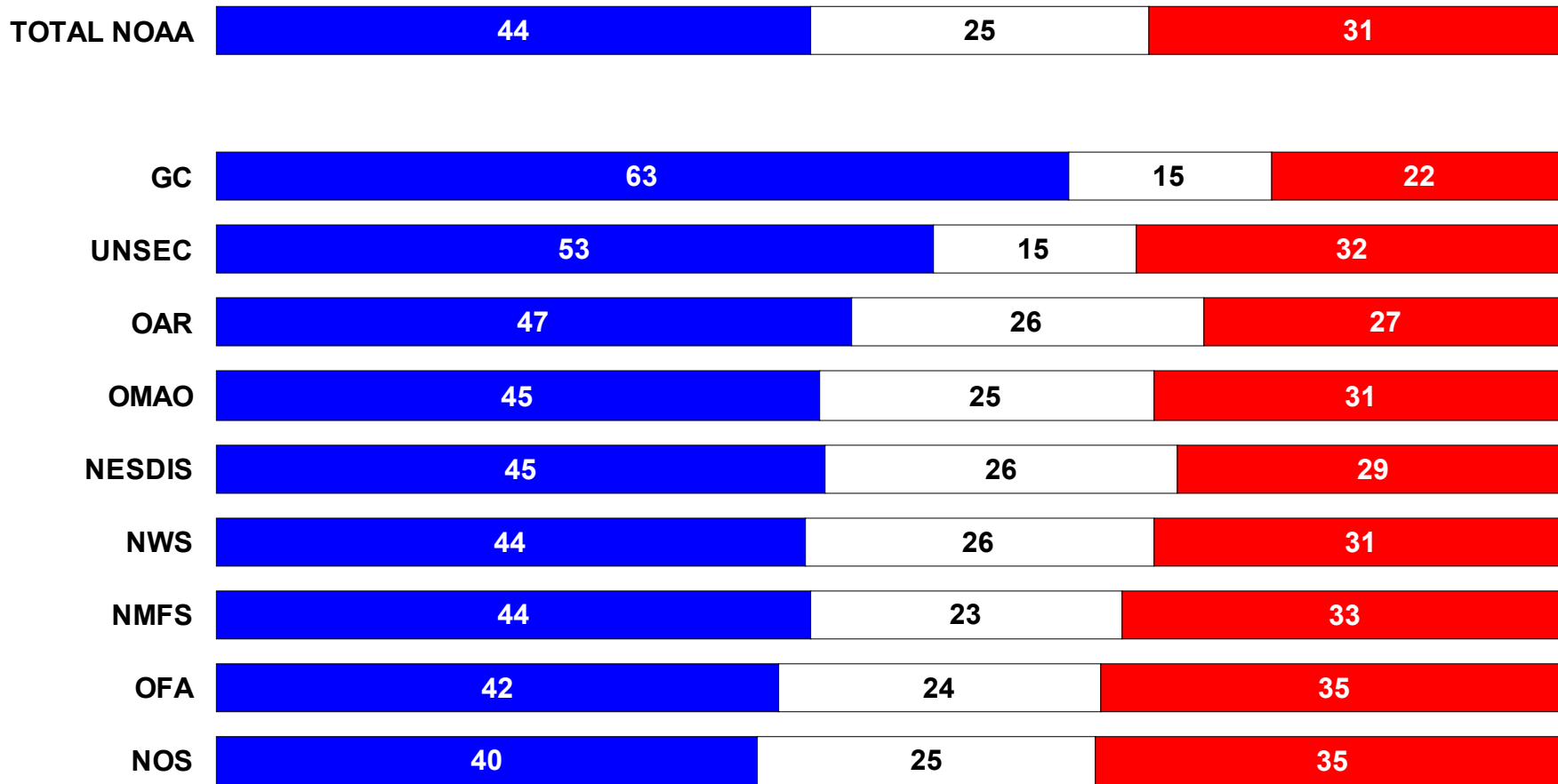
Rewards and Recognition

Q.17 Agree or Disagree: The better my performance, the greater will be my opportunities at NOAA.

■ % Favorable

□ % Neutral

■ % Unfavorable



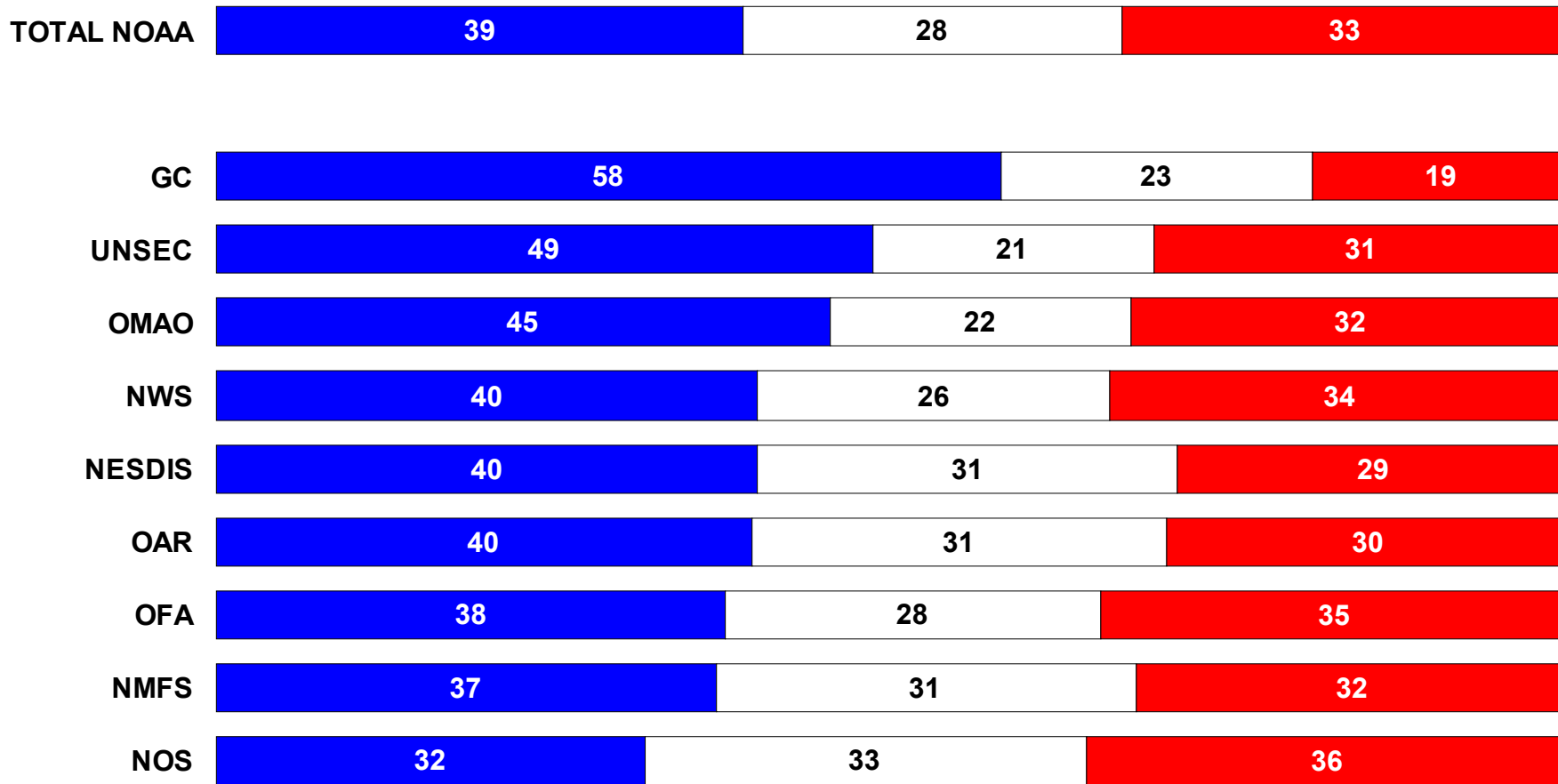
Rewards and Recognition

Q.4 How would you rate your opportunity for advancement?

■ % Favorable

□ % Neutral

■ % Unfavorable



Rewards and Recognition - Normative Comparison

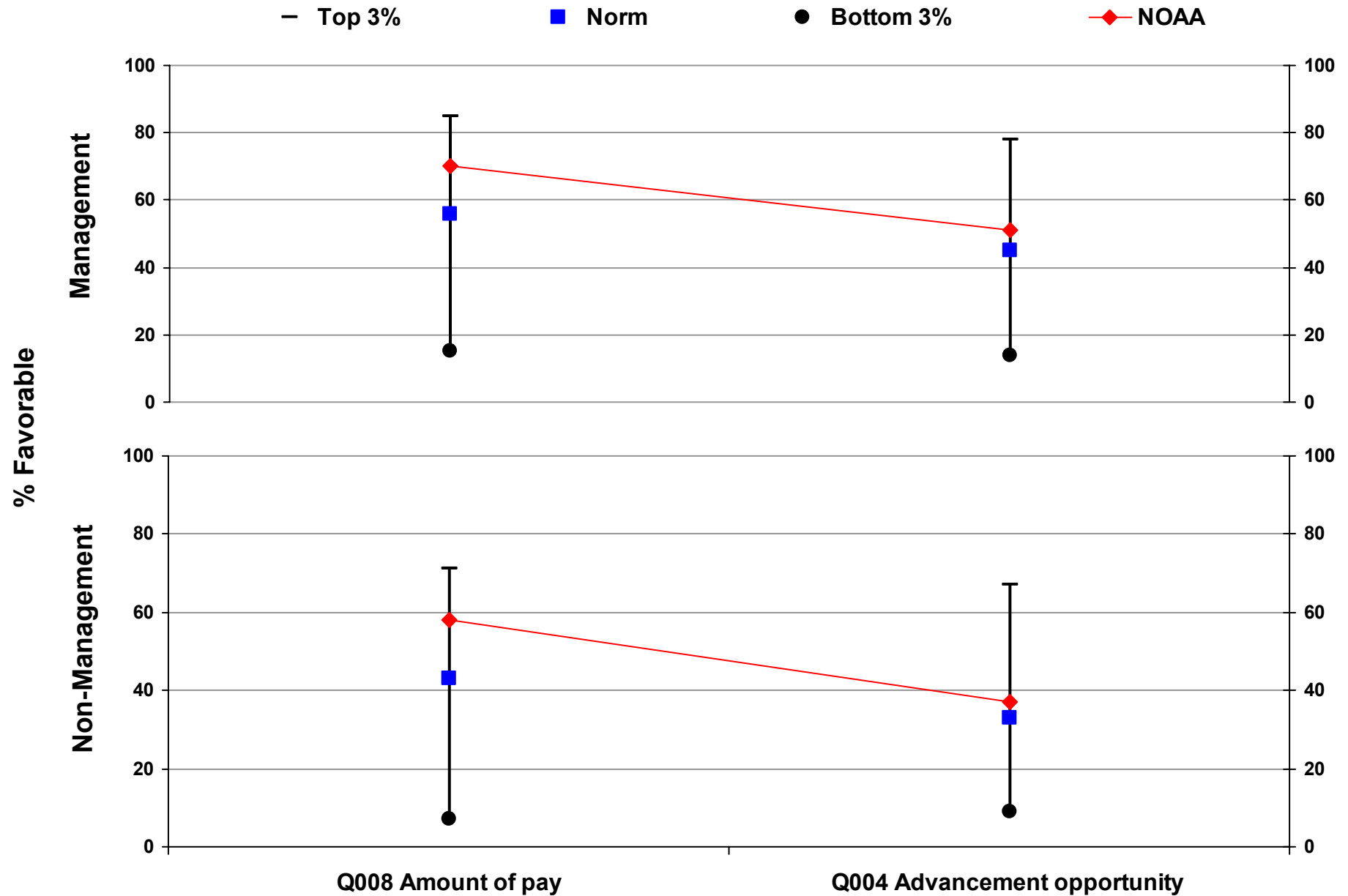


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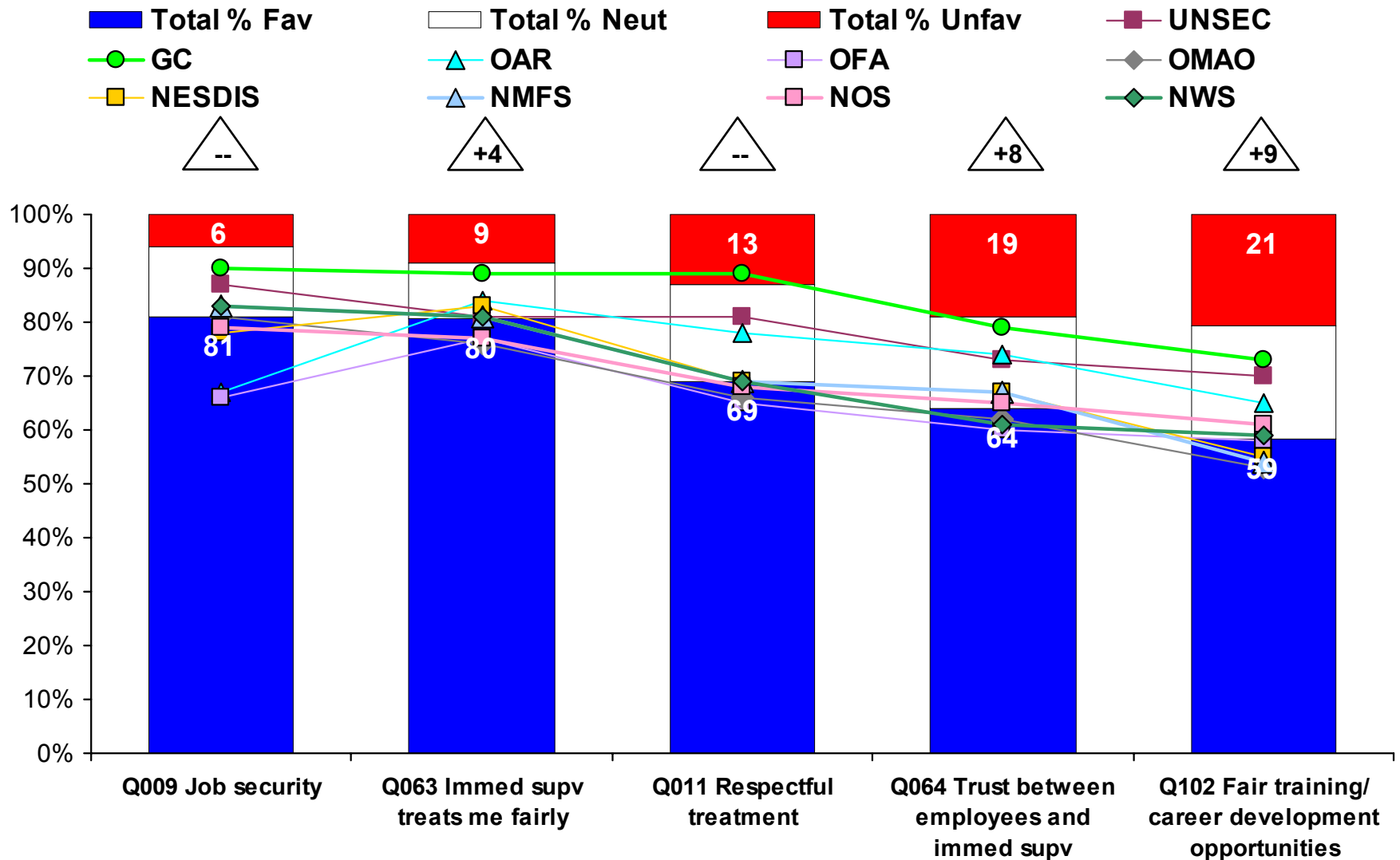
VII. Equity

- A. Fairness and Treatment of Others
- B. EEO

VIII. Additional Experiences

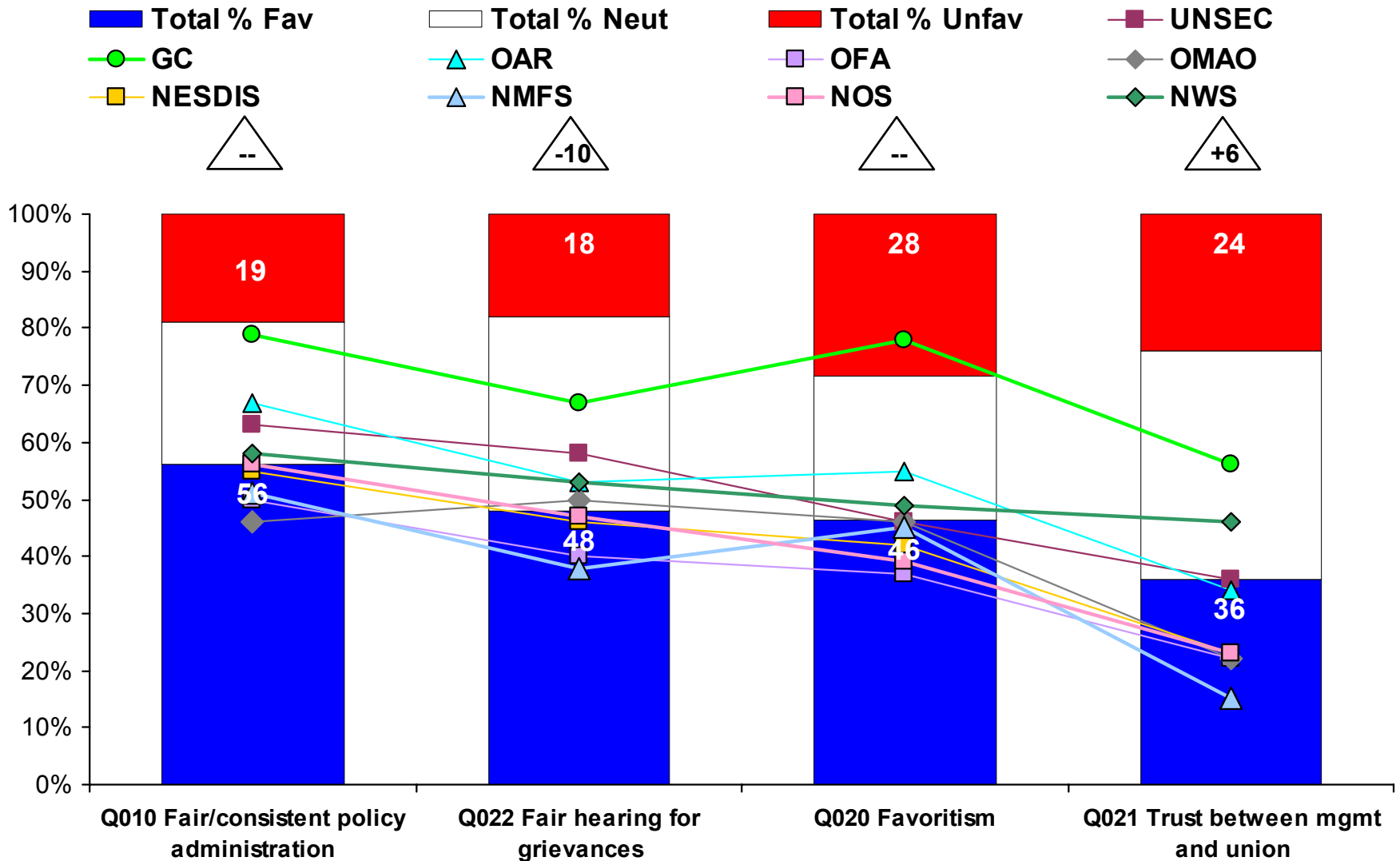
Fairness and Treatment of Others

Ranked by % Favorable



Fairness and Treatment of Others

Ranked by % Favorable



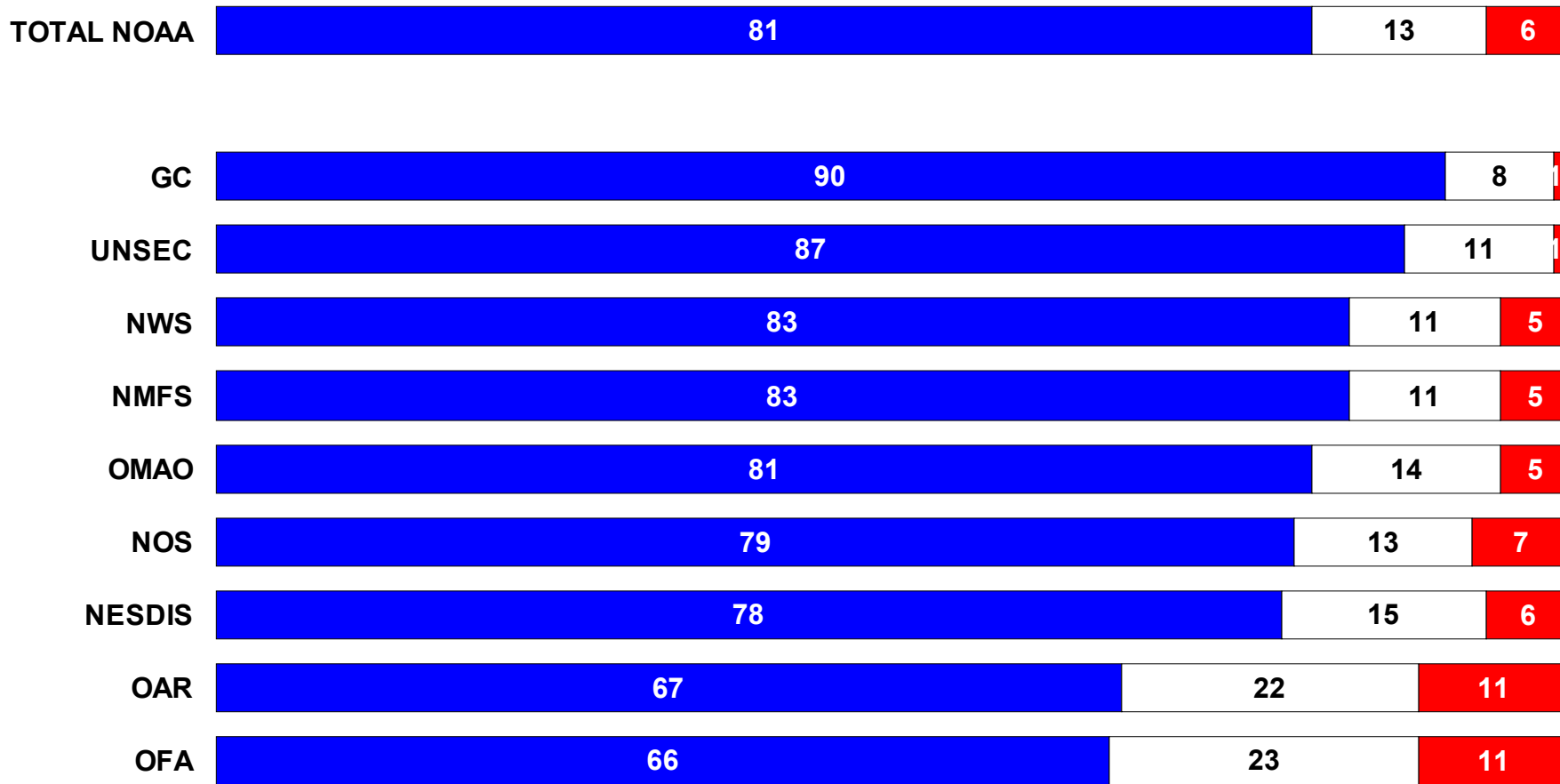
Fairness and Treatment of Others

Q.9 How would you rate your job security (i.e., not being concerned about being laid off, etc.)?

■ % Favorable

□ % Neutral

■ % Unfavorable



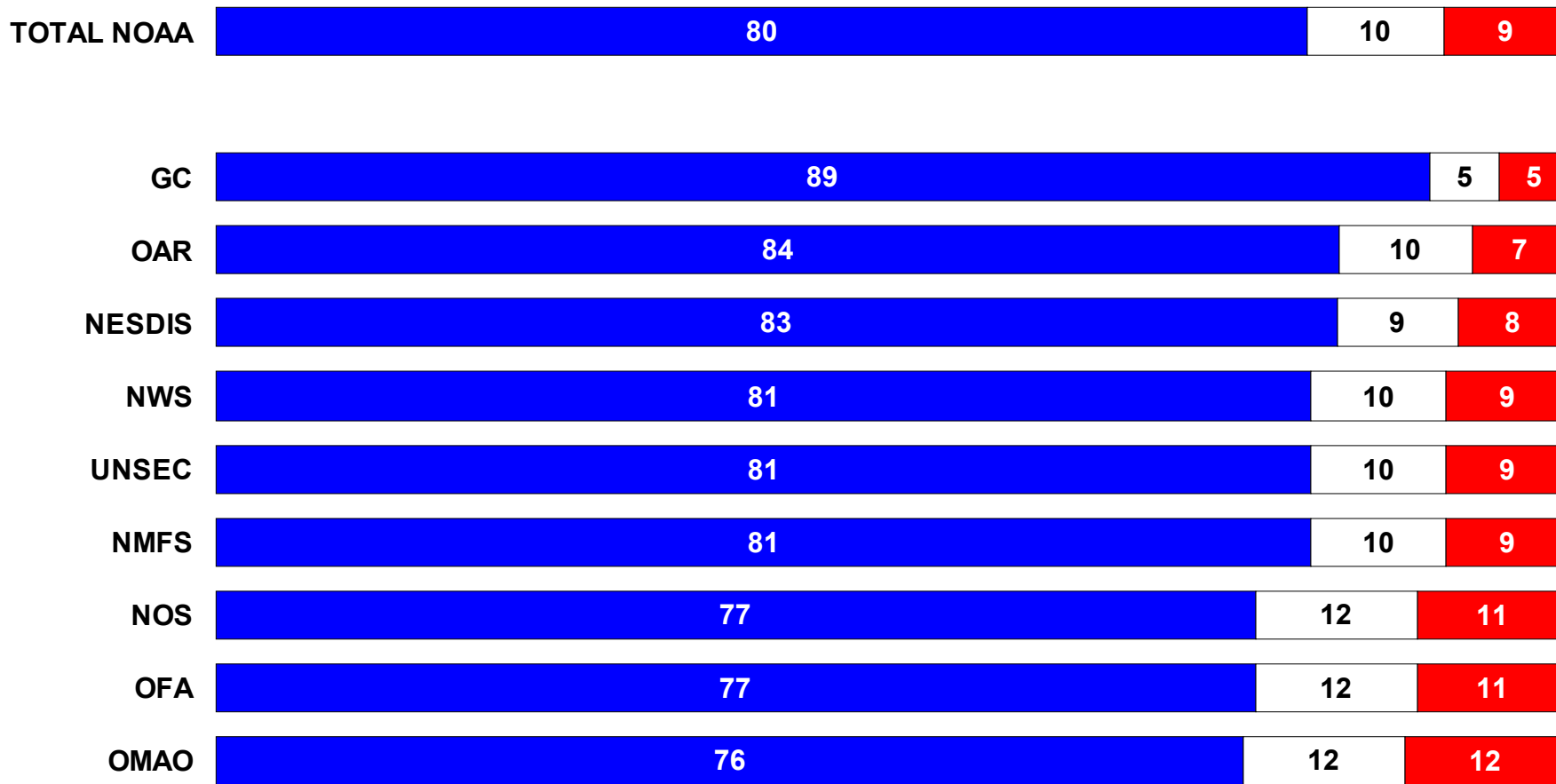
Fairness and Treatment of Others

Q.63 Agree or disagree: My immediate supervisor treats me fairly.

■ % Favorable

□ % Neutral

■ % Unfavorable



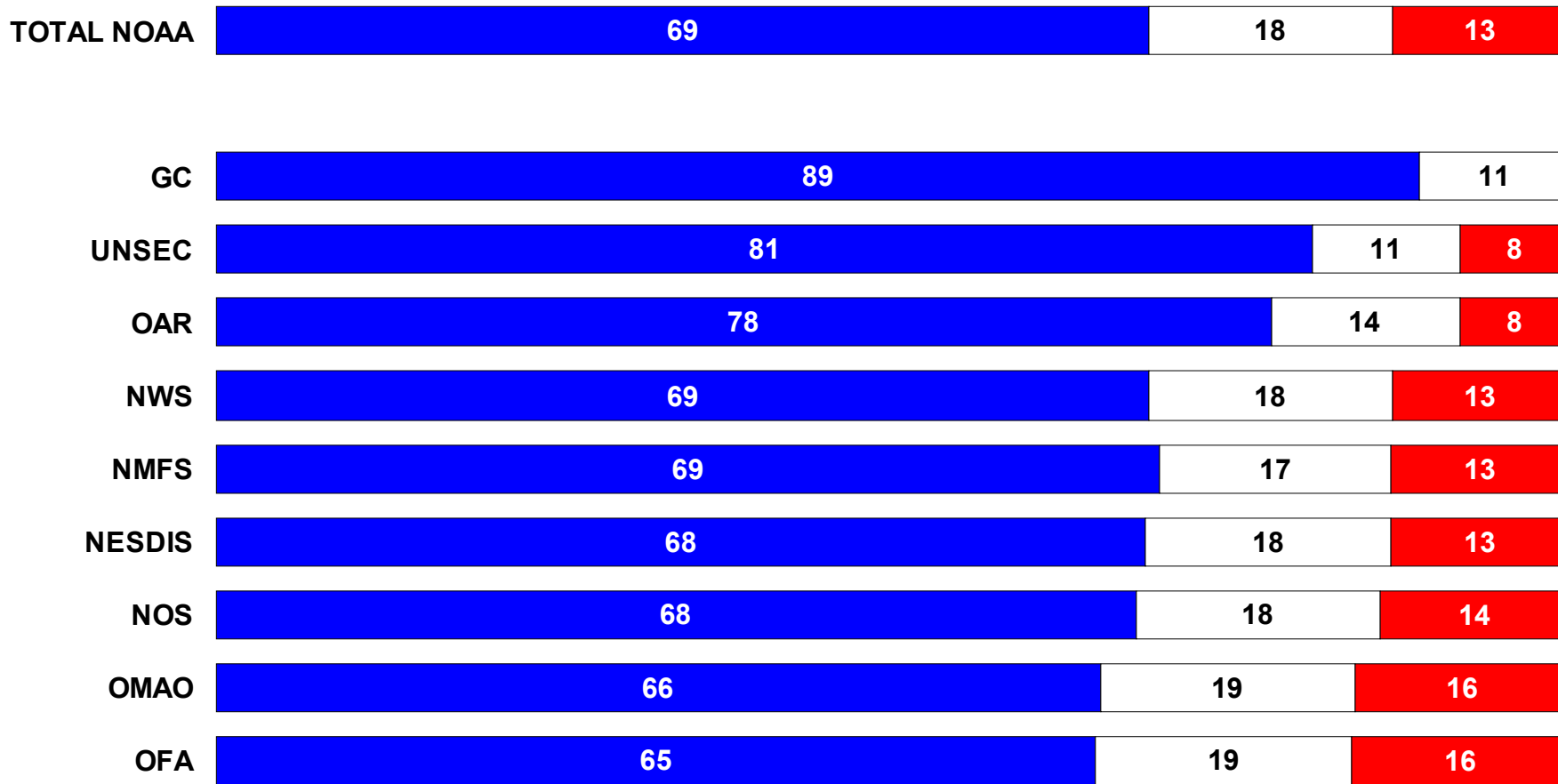
Fairness and Treatment of Others

Q.11 How would you rate the extent to which management treats you with respect and dignity?

■ % Favorable

□ % Neutral

■ % Unfavorable



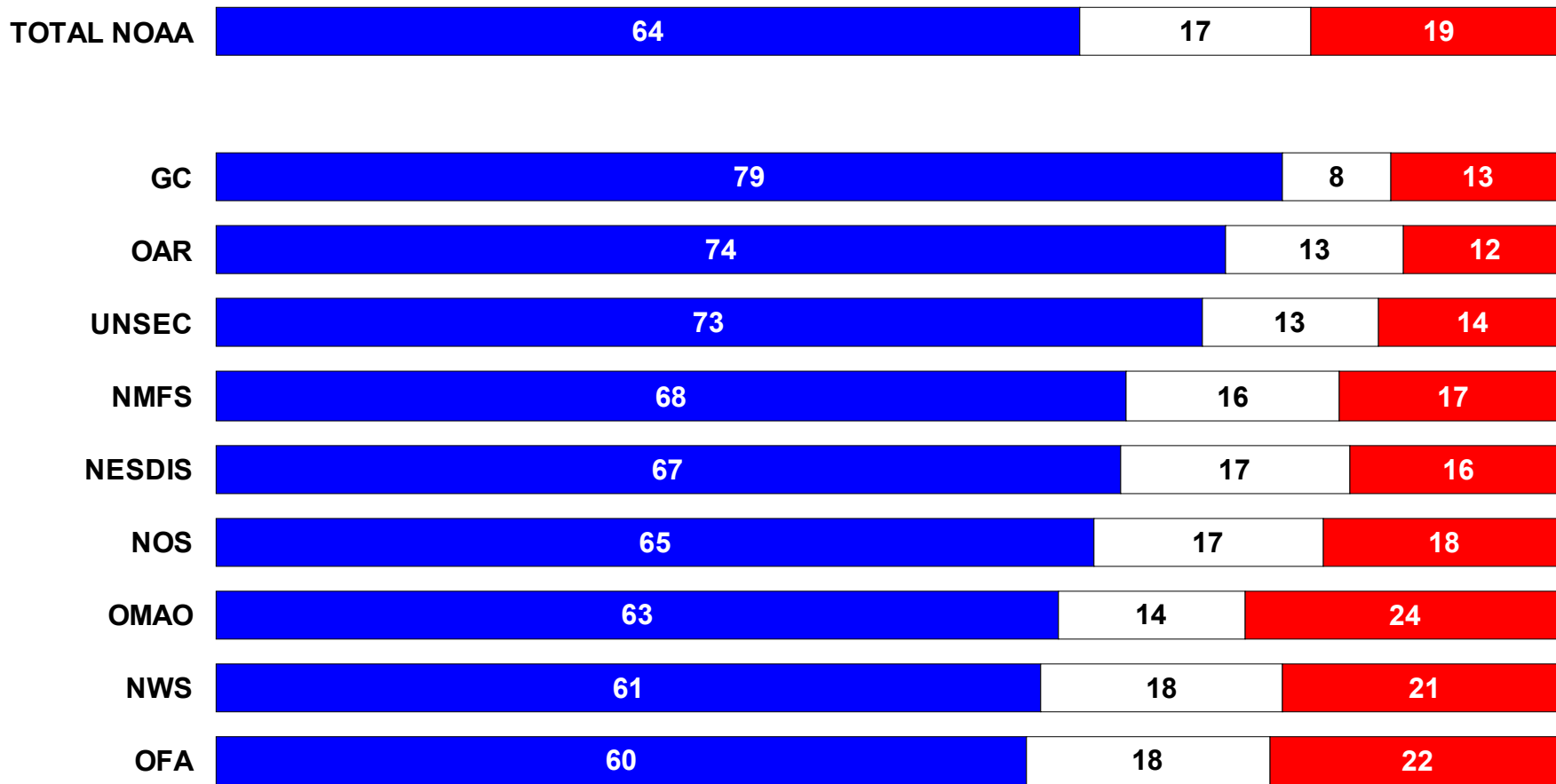
Fairness and Treatment of Others

Q.64 Agree or disagree: There is trust between employees and my immediate supervisor.

■ % Favorable

□ % Neutral

■ % Unfavorable



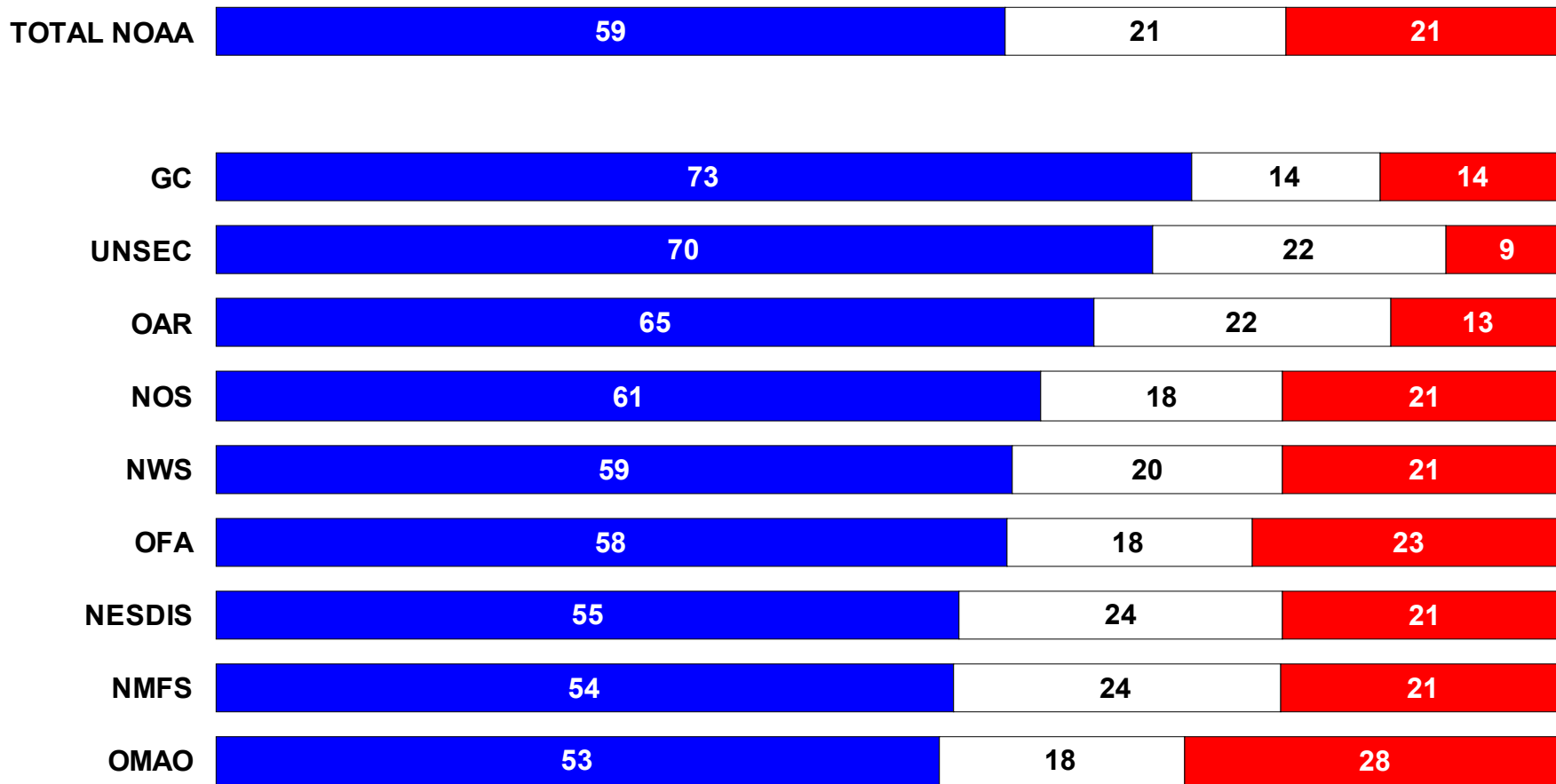
Fairness and Treatment of Others

Q.102 Agree or disagree: In my workgroup, training and career development opportunities for employees are allocated fairly.

■ % Favorable

□ % Neutral

■ % Unfavorable



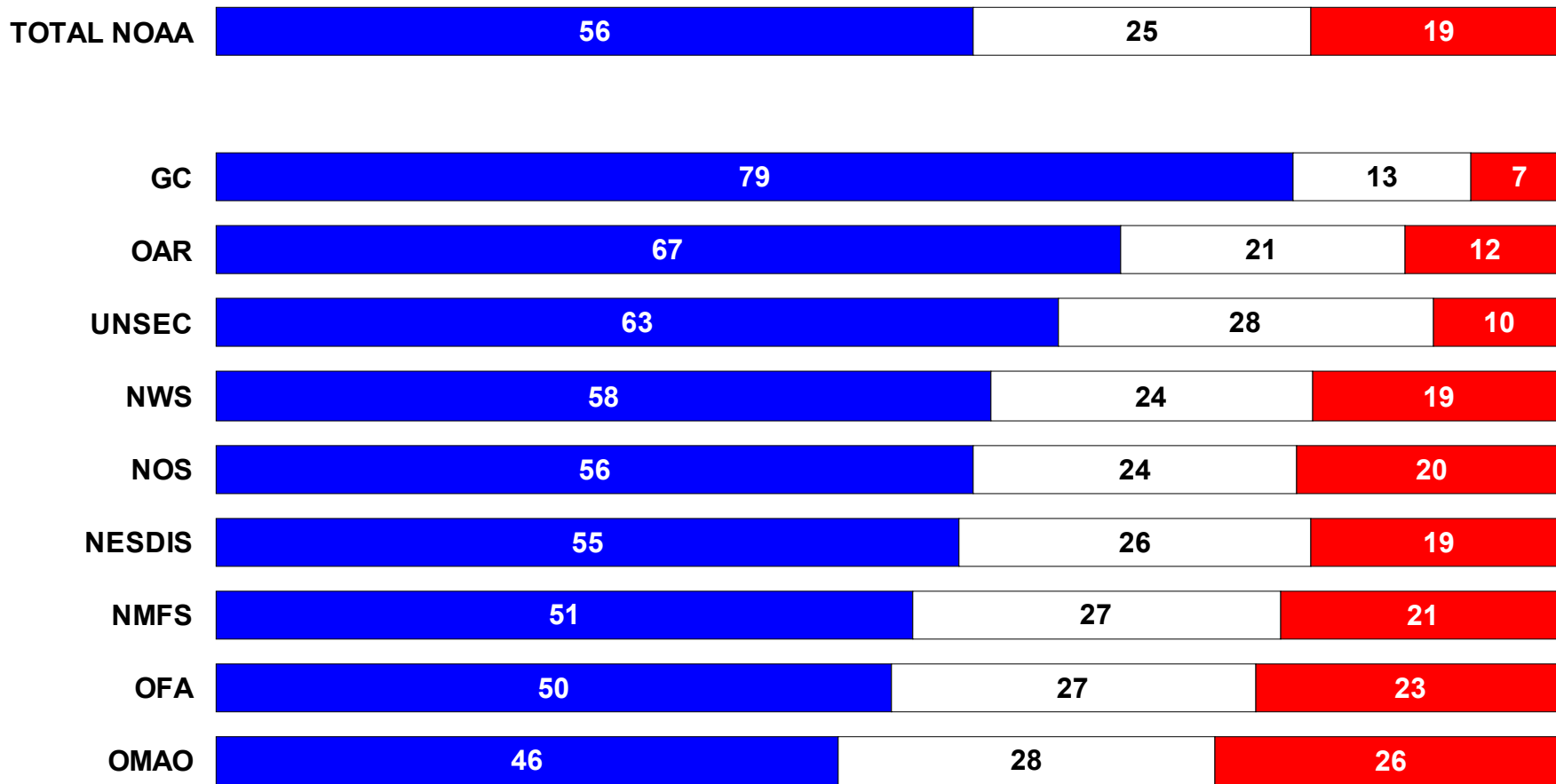
Fairness and Treatment of Others

Q.10 How would you rate the fairness and consistency with which policies are administered where you work?

■ % Favorable

□ % Neutral

■ % Unfavorable



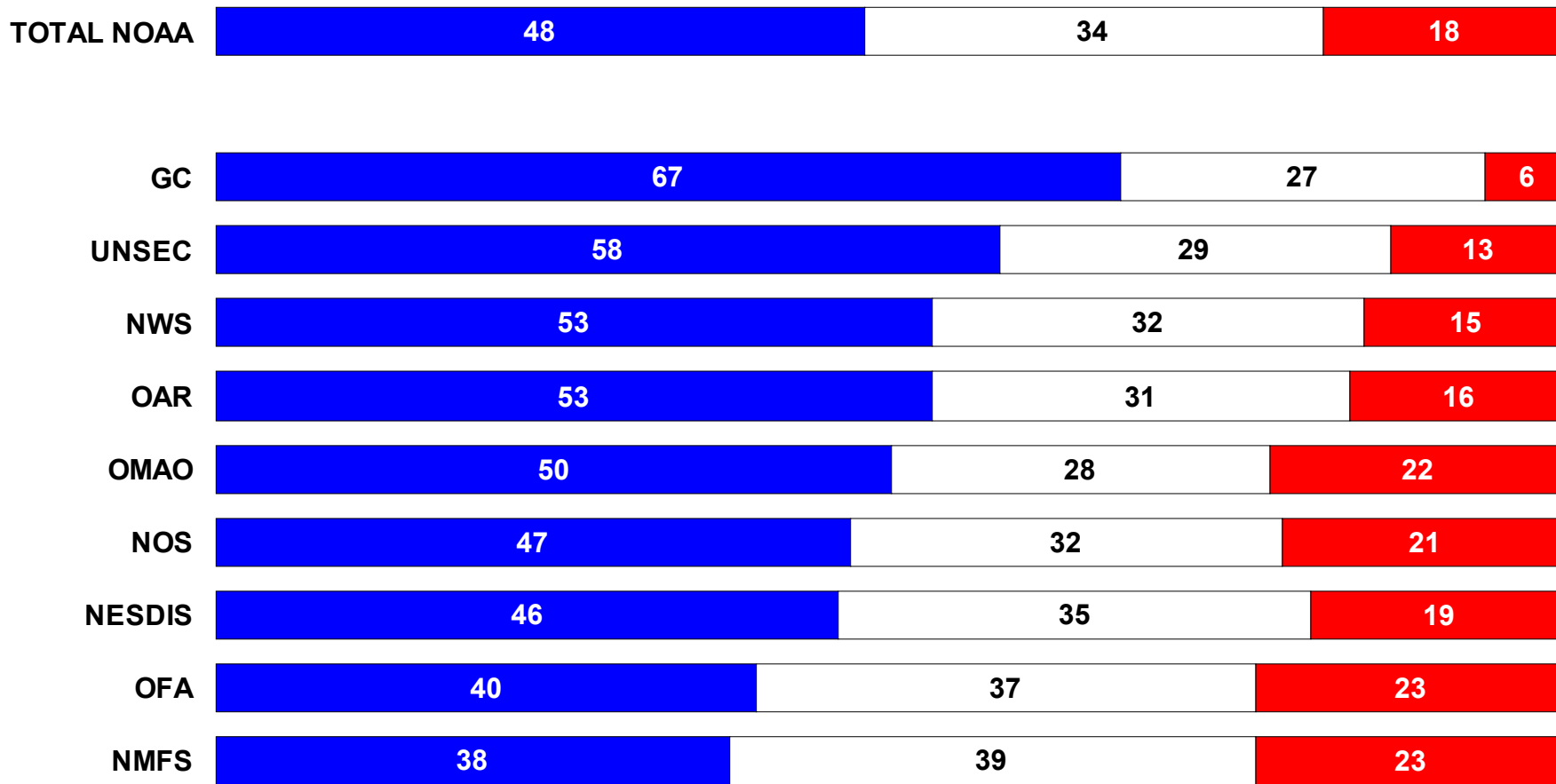
Fairness and Treatment of Others

Q.22 Agree or Disagree: Employees where I work get a fair hearing for their grievances.

■ % Favorable

□ % Neutral

■ % Unfavorable



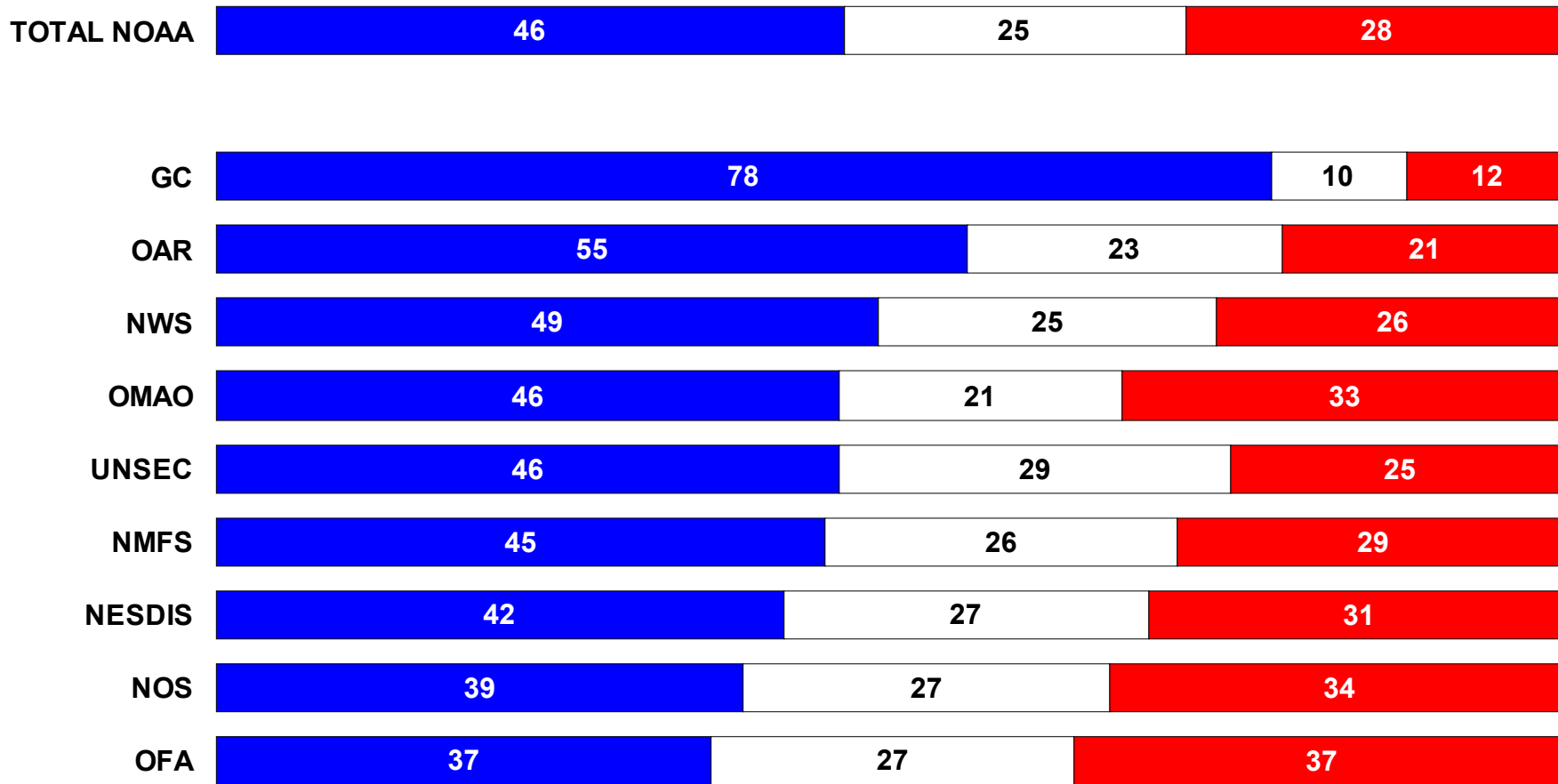
Fairness and Treatment of Others

Q.20 Agree or Disagree: There is a great deal of favoritism where I work (in distribution of work, promotions, overtime assignments, etc.).

■ % Favorable

□ % Neutral

■ % Unfavorable



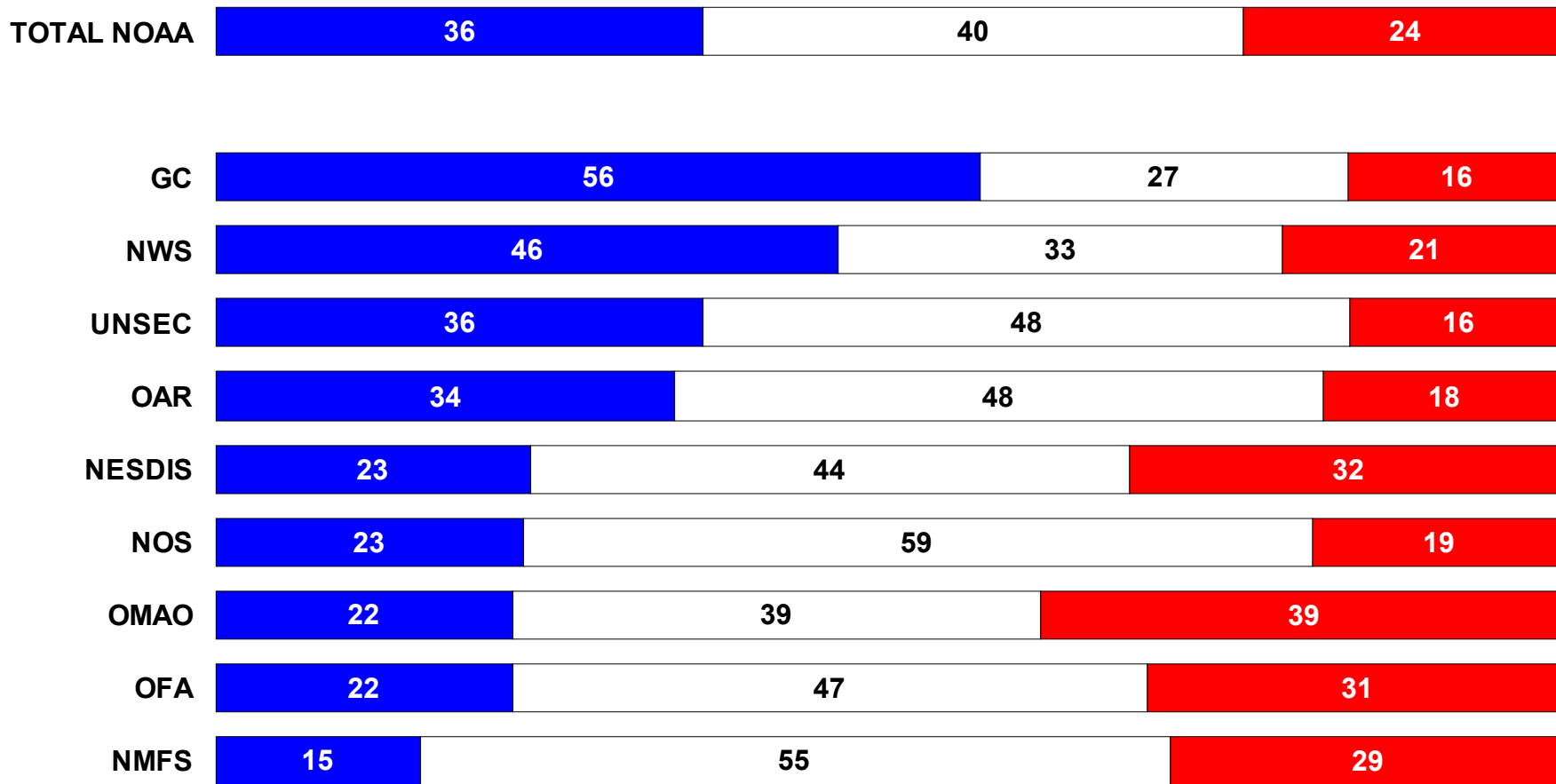
Fairness and Treatment of Others

Q.21 Agree or Disagree: Where I work, there is trust between management and union representatives.

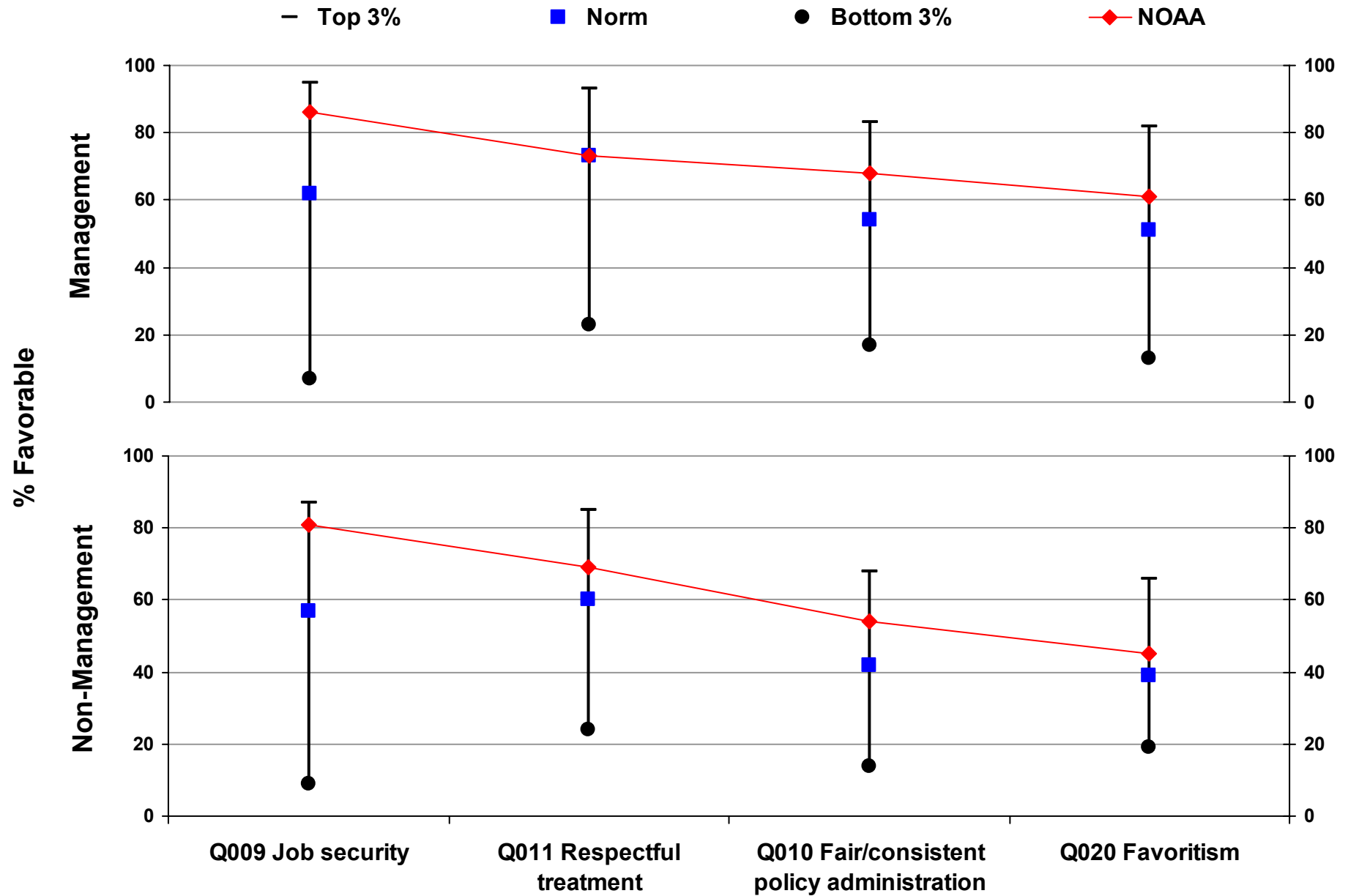
■ % Favorable

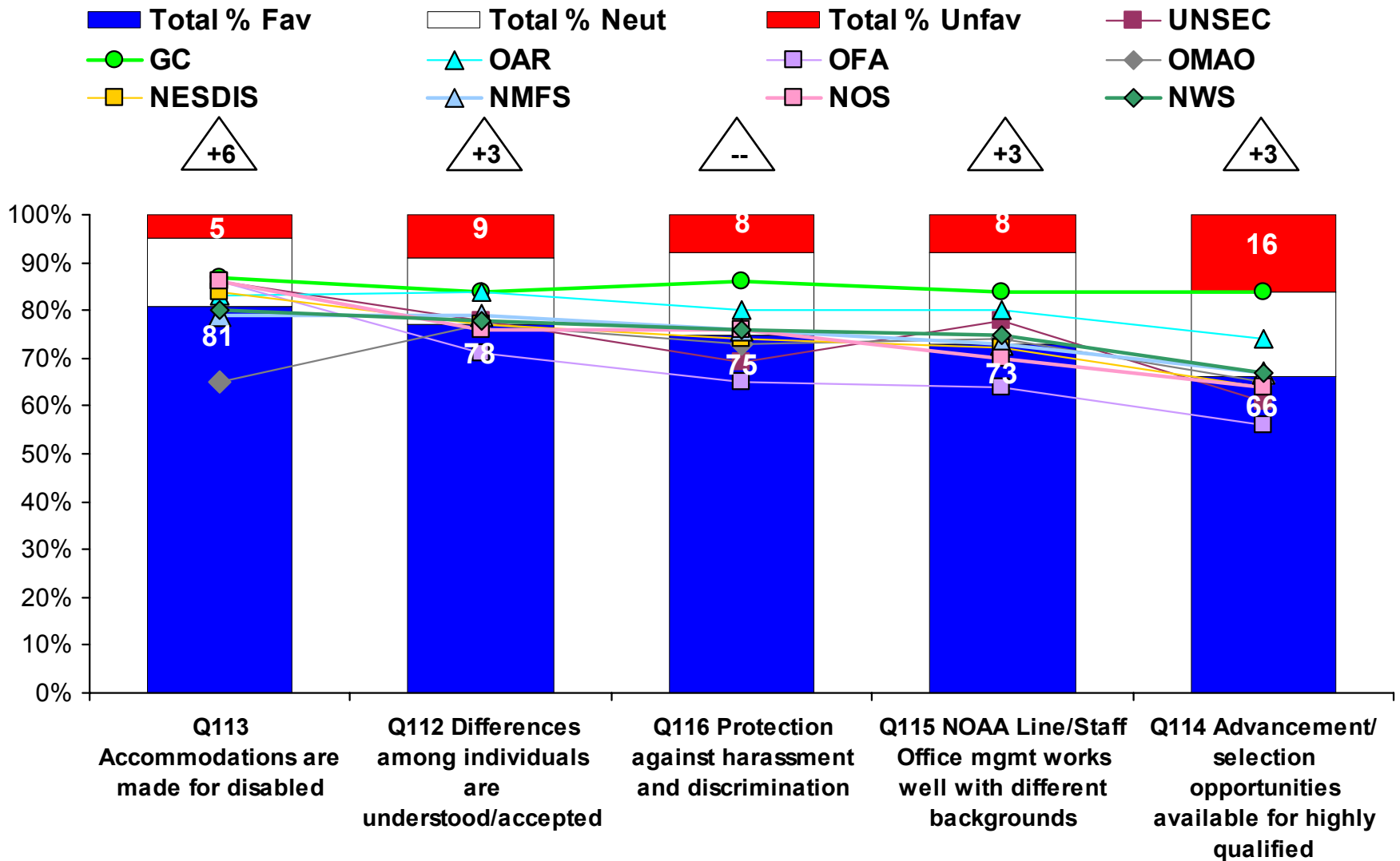
□ % Neutral

■ % Unfavorable



Fairness and Treatment of Others - Normative Comparison





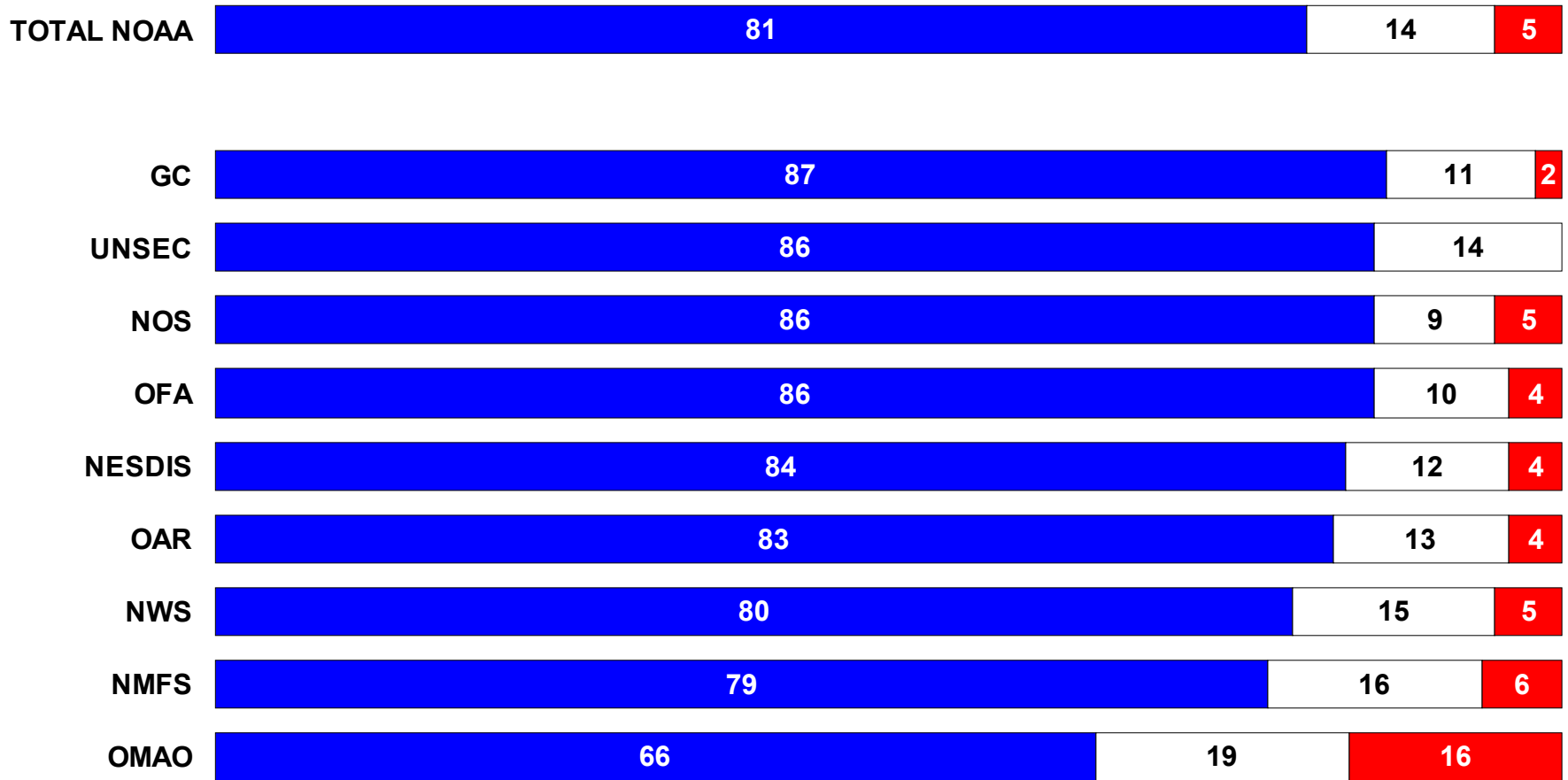
EEO

Q.113 Agree or Disagree: Reasonable accommodations are made for persons with disabilities (for example, availability of sign language interpreters, ramps, Braille).

■ % Favorable

□ % Neutral

■ % Unfavorable



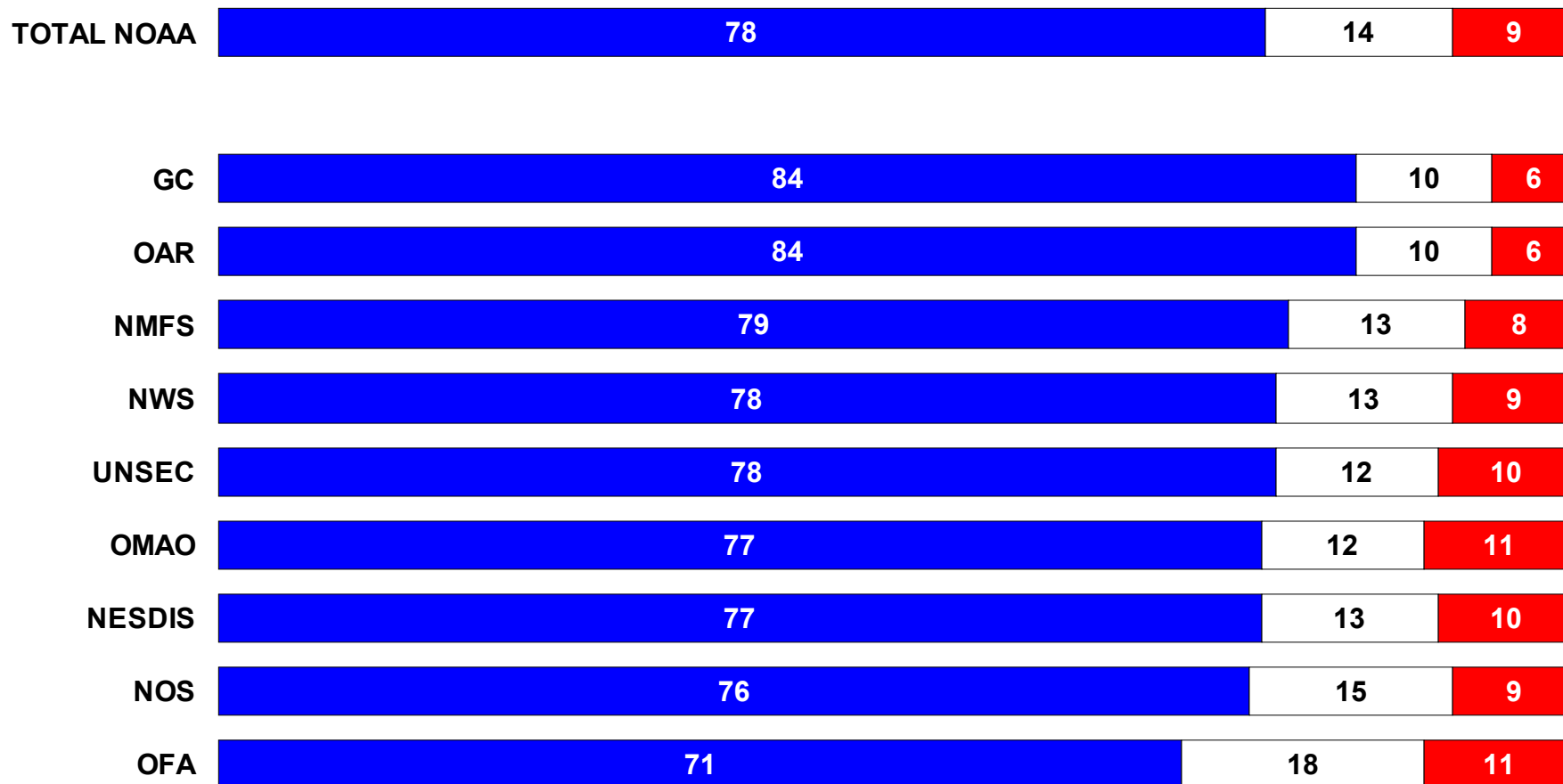
EEO

Q.112 Agree or Disagree: Differences among individuals are understood and accepted (for example, gender, race, national origin, religion, age, color, sexual orientation, disability).

■ % Favorable

□ % Neutral

■ % Unfavorable



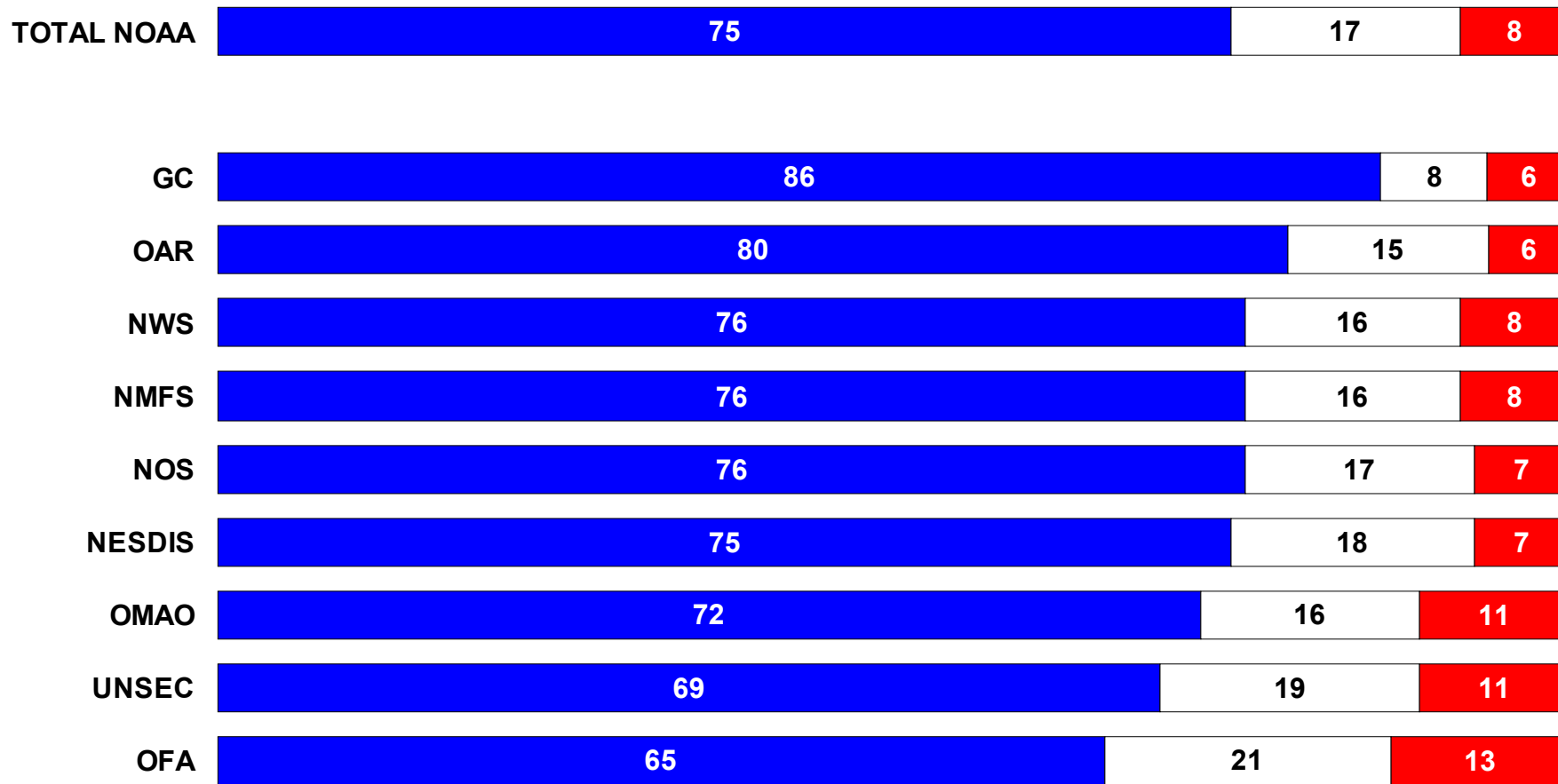
EEO

Q.116 Agree or Disagree: NOAA has created an environment which provides protection against unlawful harassment and discrimination.

■ % Favorable

□ % Neutral

■ % Unfavorable



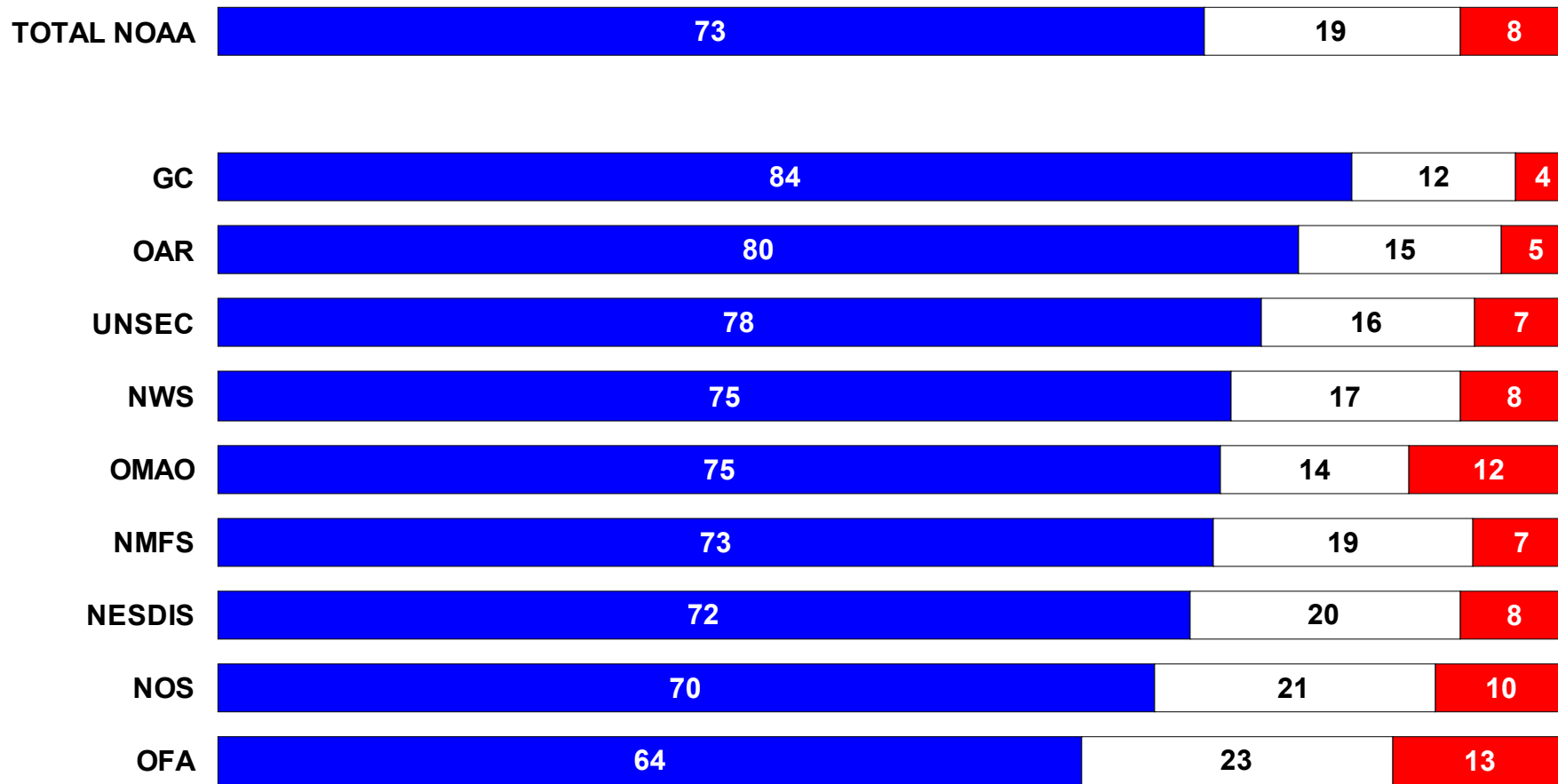
EEO

Q.115 Agree or Disagree: In my NOAA Line/Staff Office, management works well with employees of different backgrounds.

■ % Favorable

□ % Neutral

■ % Unfavorable



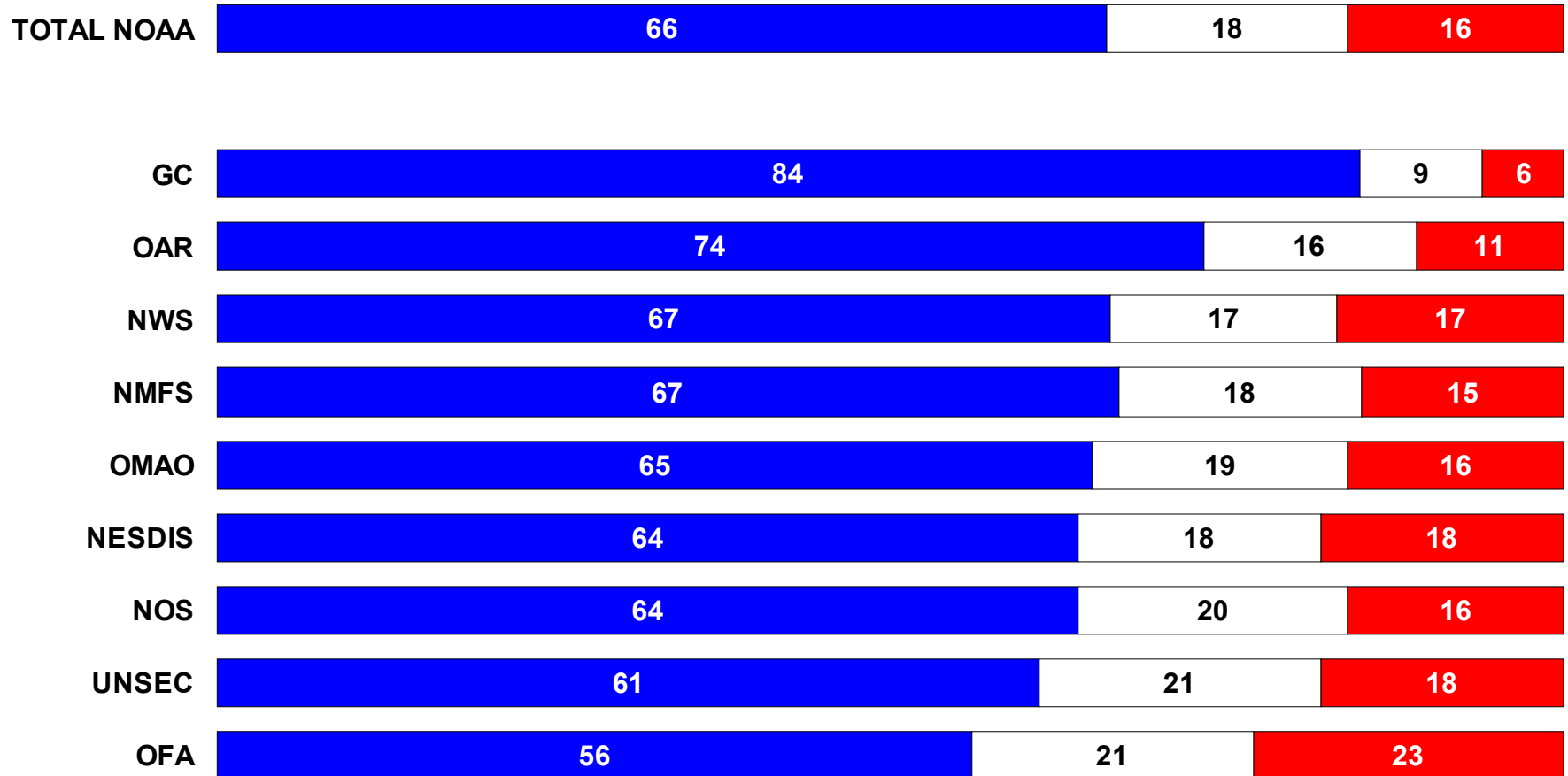
EEO

Q.114 Agree or Disagree: Advancement and selection opportunities are available for highly qualified individuals, regardless of gender, race, national origin, religion, age, color, sexual orientation or disability.

■ % Favorable

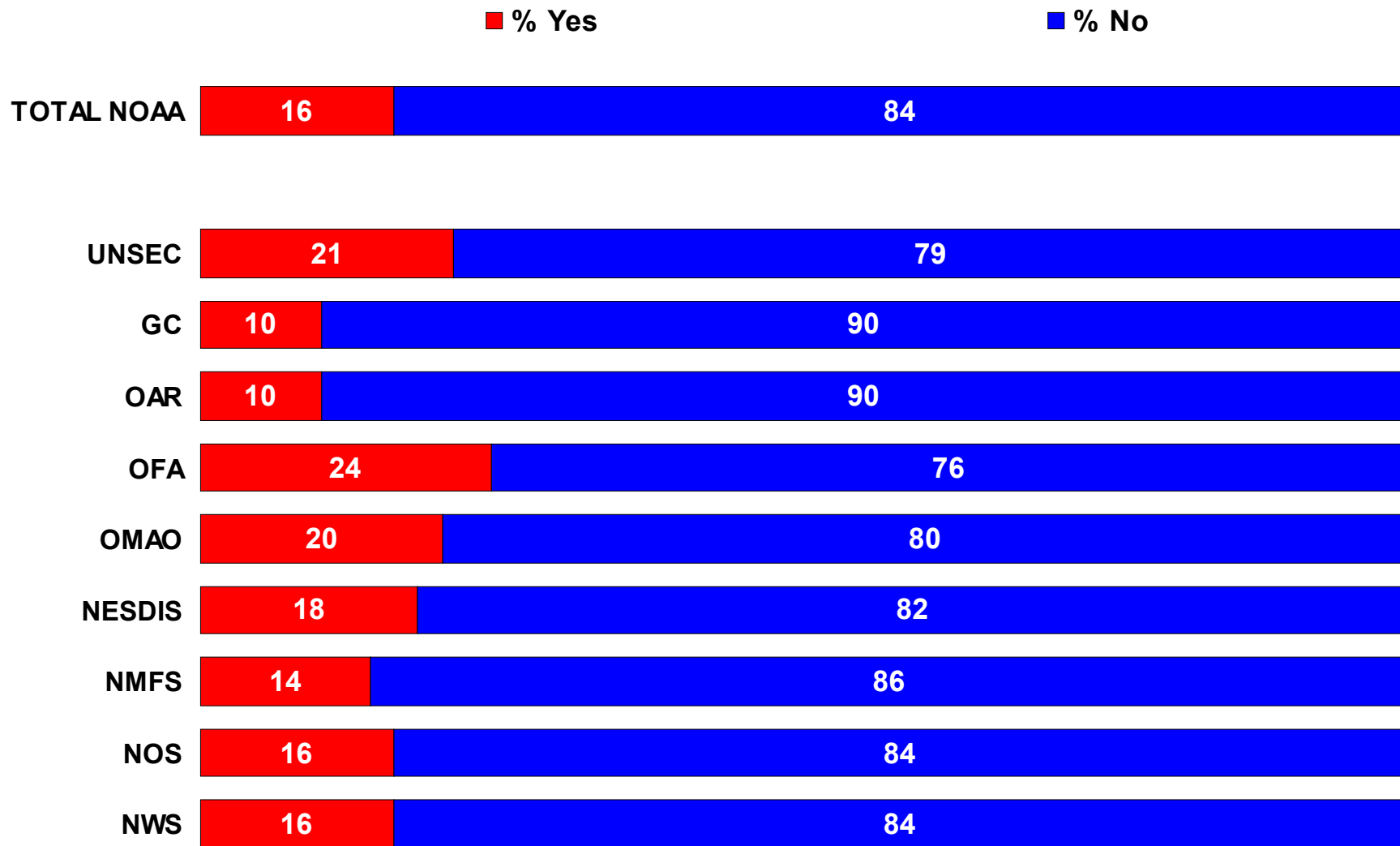
□ % Neutral

■ % Unfavorable



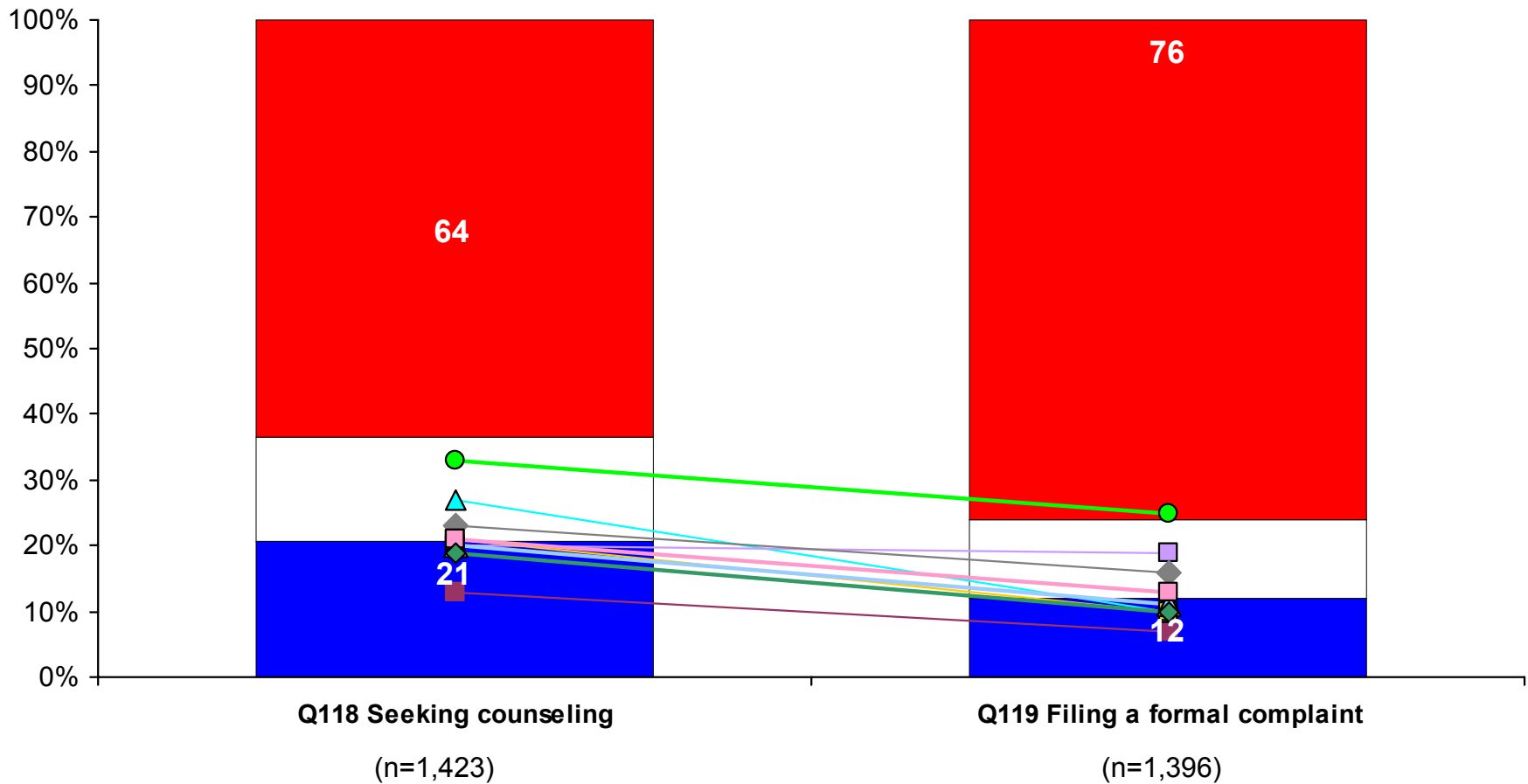
EEO

Q.117 Have you personally experienced discrimination on the job since you have worked at NOAA?



EEO

If yes, did you feel comfortable



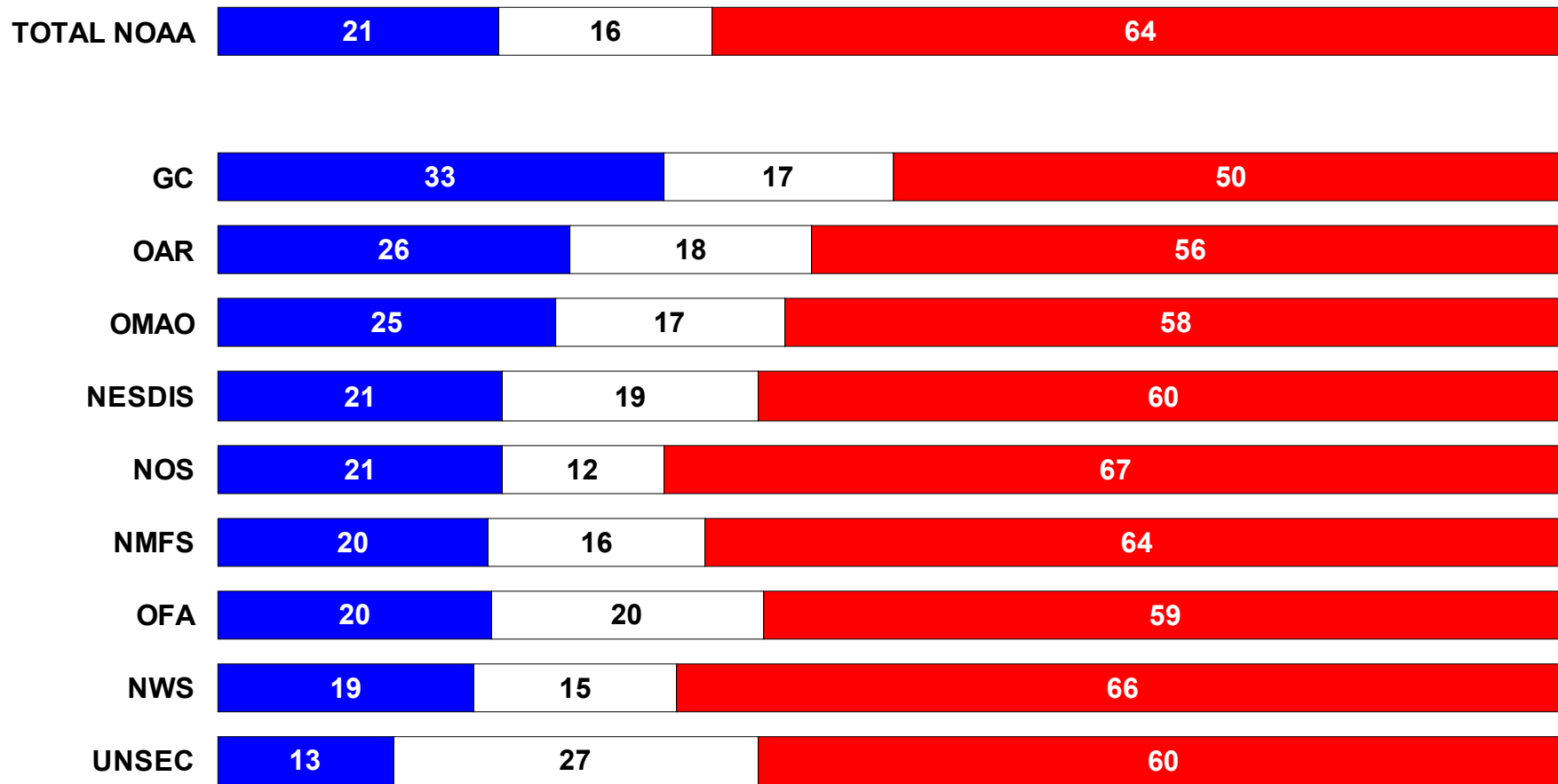
EEO

Q.118 Agree or Disagree: If yes, did you feel comfortable seeking counseling.

■ % Favorable

□ % Neutral

■ % Unfavorable



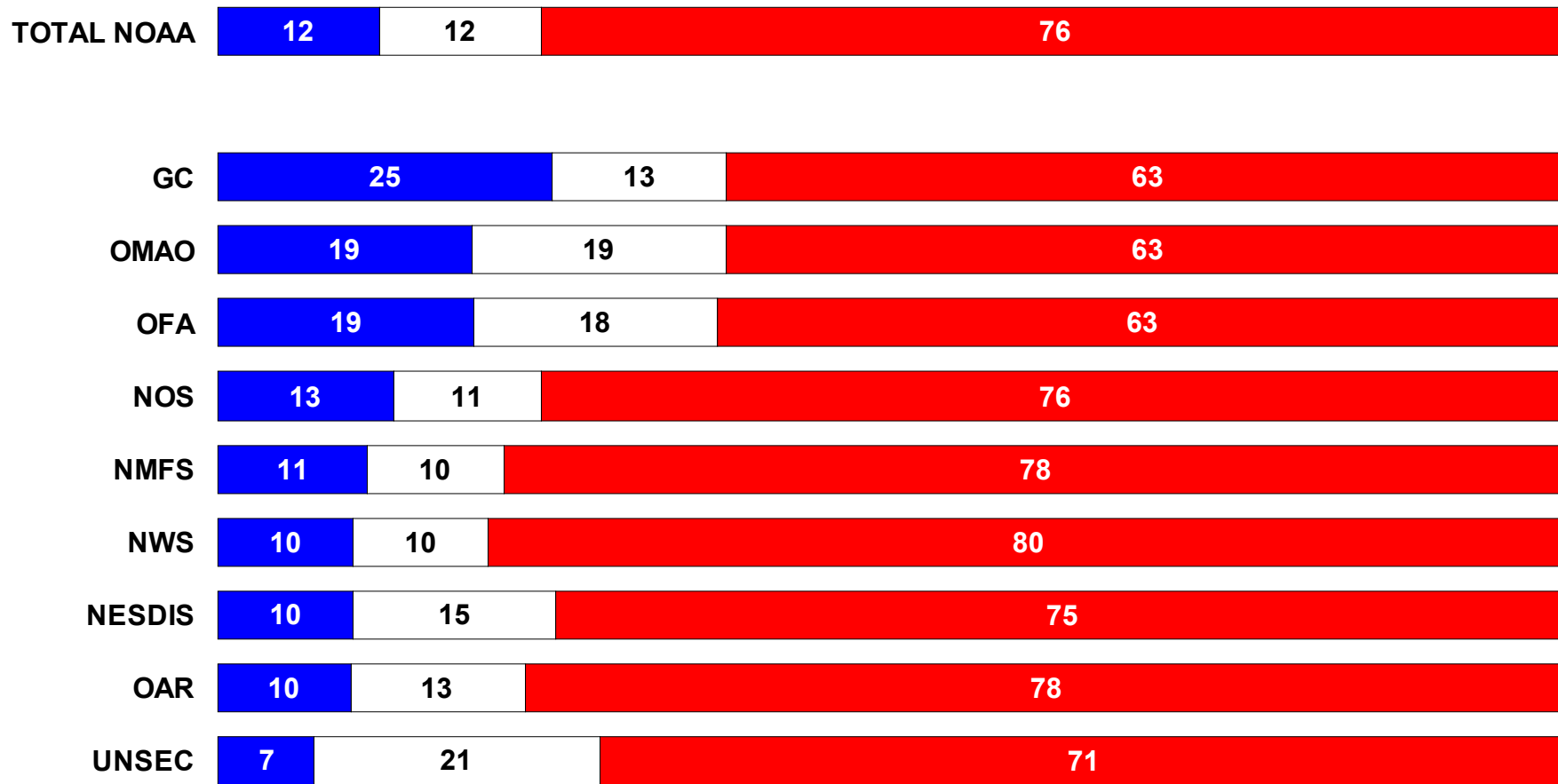
EEO

Q.119 Agree or Disagree: If yes, did you feel comfortable filing a formal complaint.

■ % Favorable

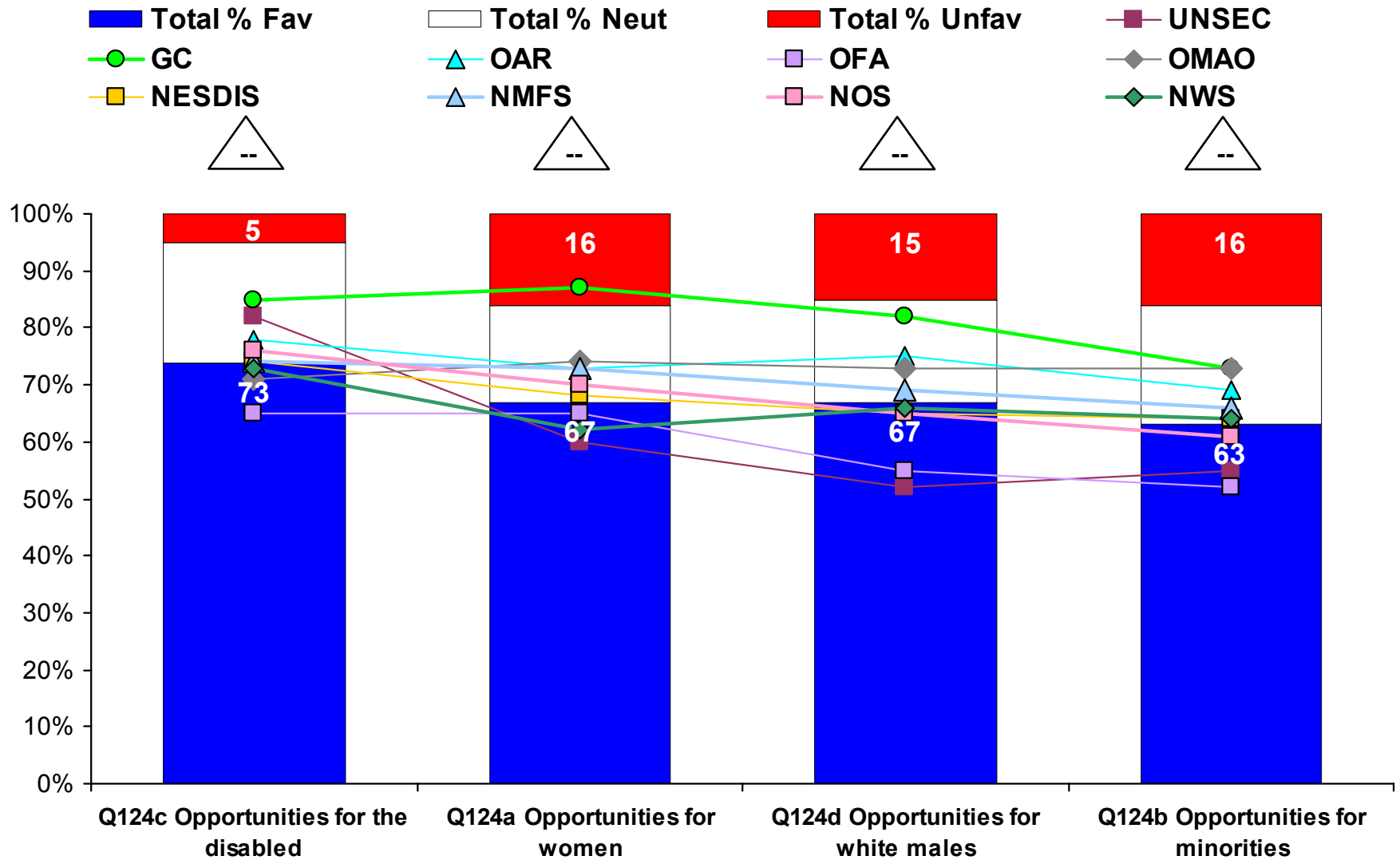
□ % Neutral

■ % Unfavorable



EEO

How do you feel about the amount that has been done at NOAA to provide ...:



EEO

Q.124c How do you feel about the amount that has been done at NOAA to provide opportunities for the disabled?

■ % Too Much

■ % About Right

■ % Too Little



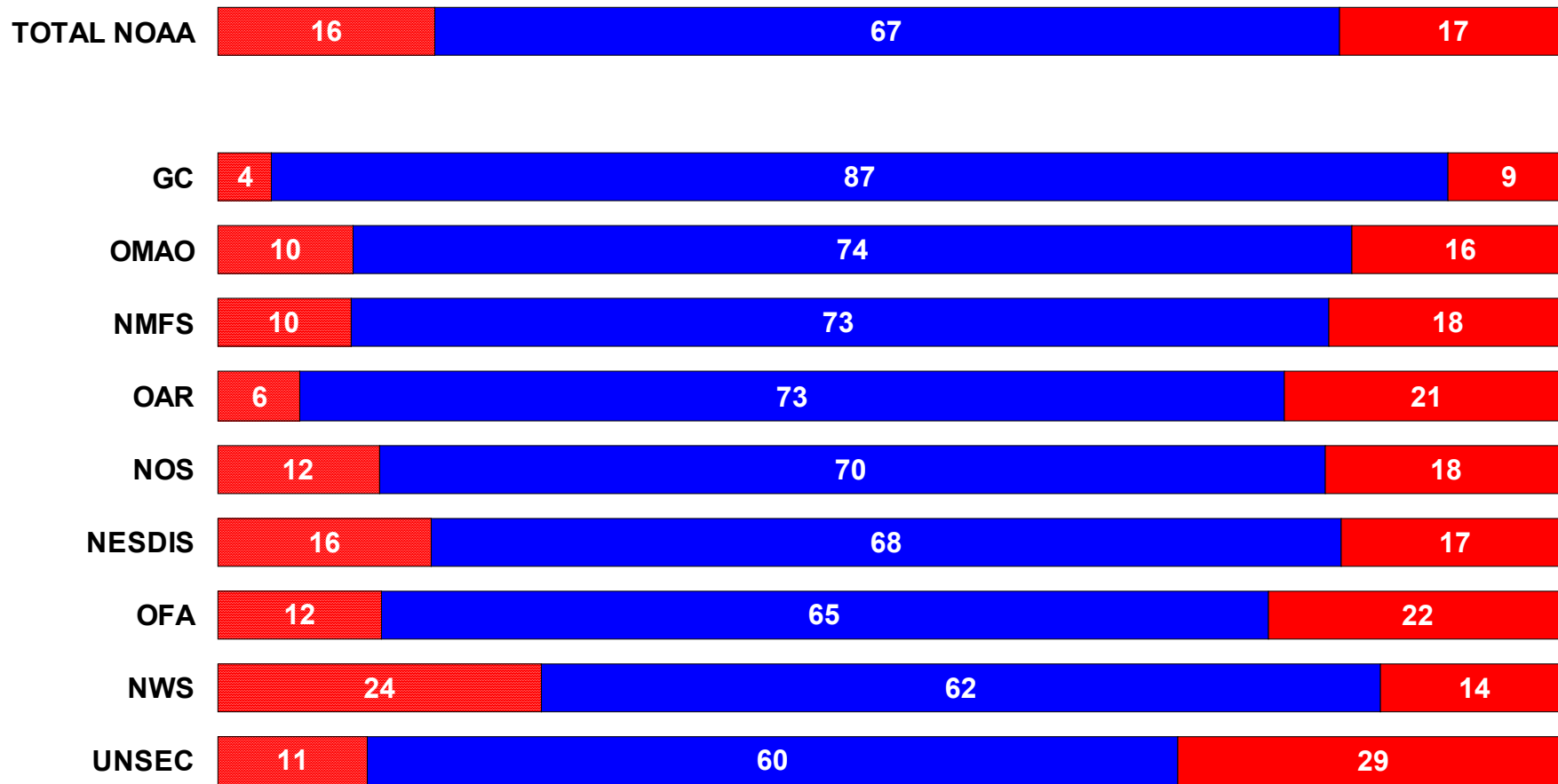
EEO

Q.124a How do you feel about the amount that has been done at NOAA to provide opportunities for women?

■ % Too Much

■ % About Right

■ % Too Little



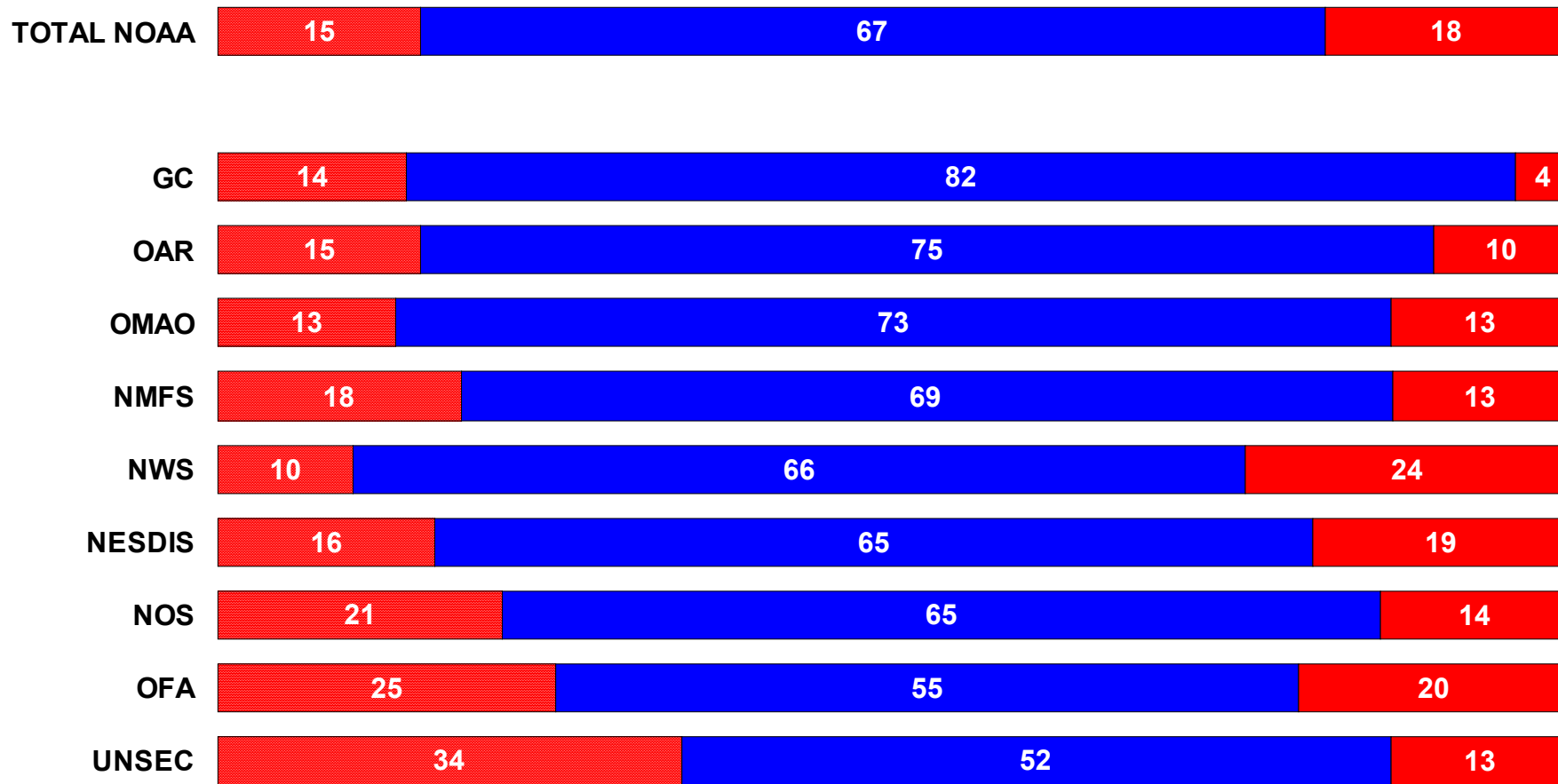
EEO

Q.124d How do you feel about the amount that has been done at NOAA to provide opportunities for white males?

■ % Too Much

■ % About Right

■ % Too Little



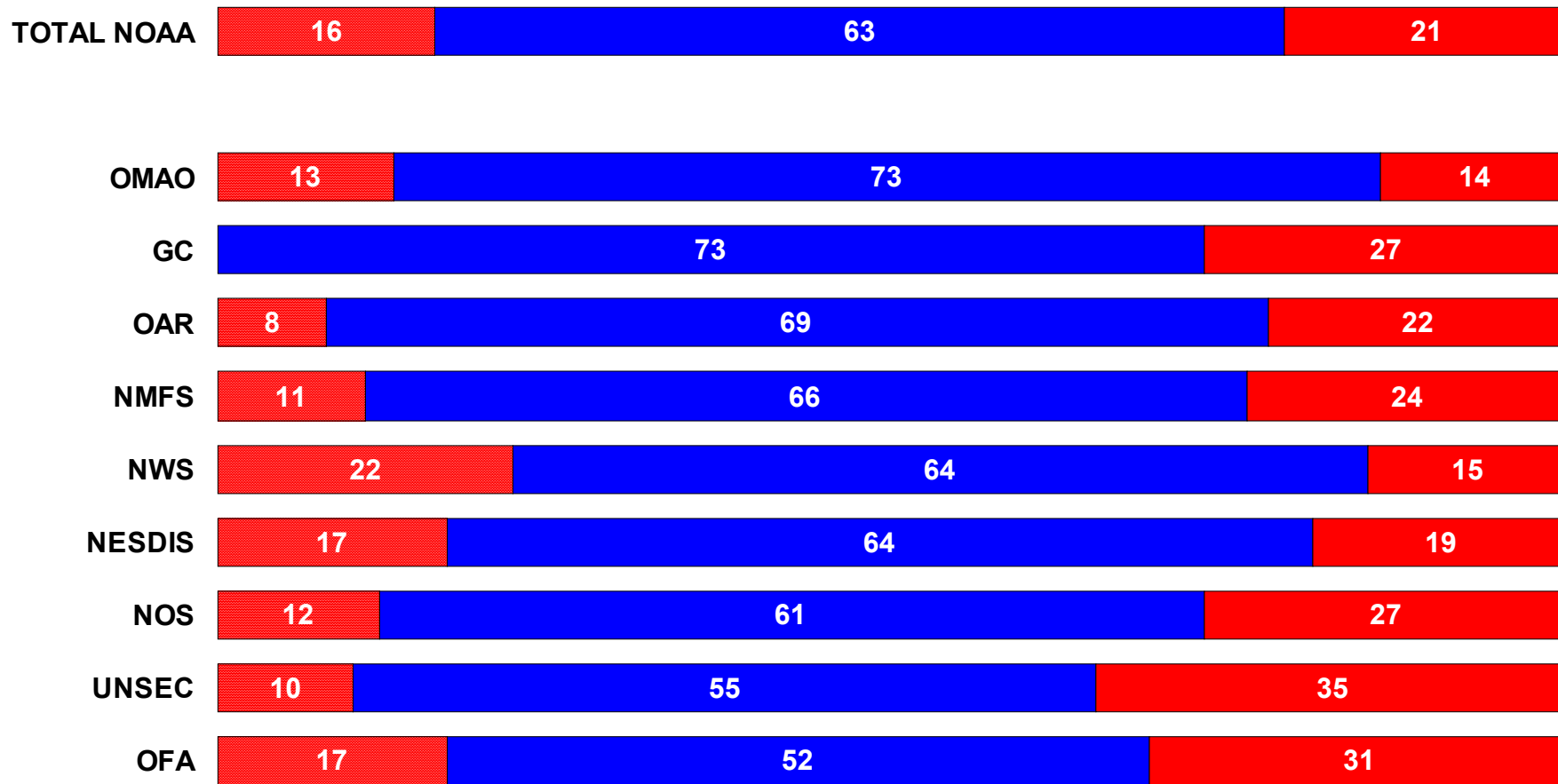
EEO

Q.124b How do you feel about the amount that has been done at NOAA to provide opportunities for minorities?

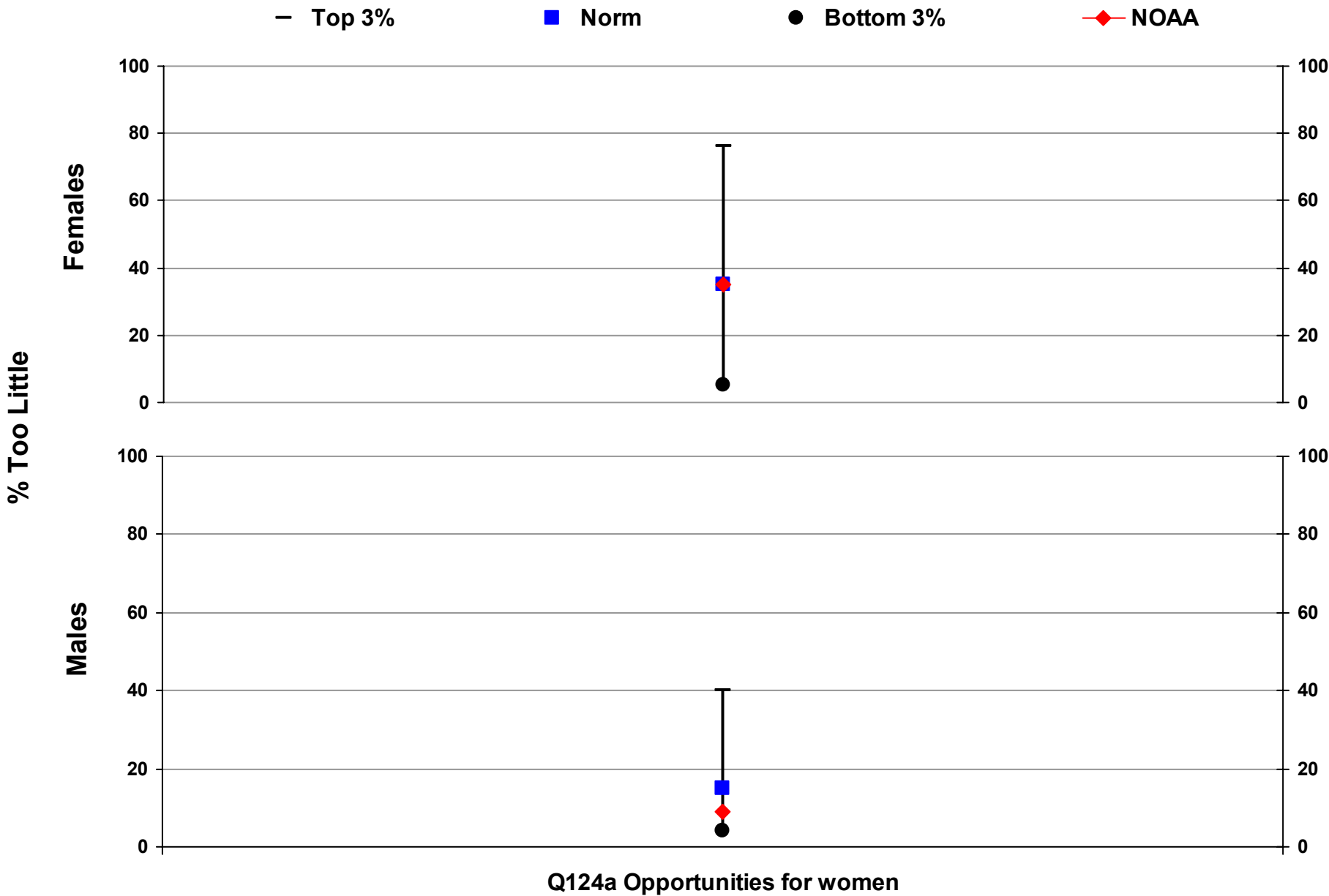
■ % Too Much

■ % About Right

■ % Too Little



EEO - Normative Comparison



EEO - Normative Comparison

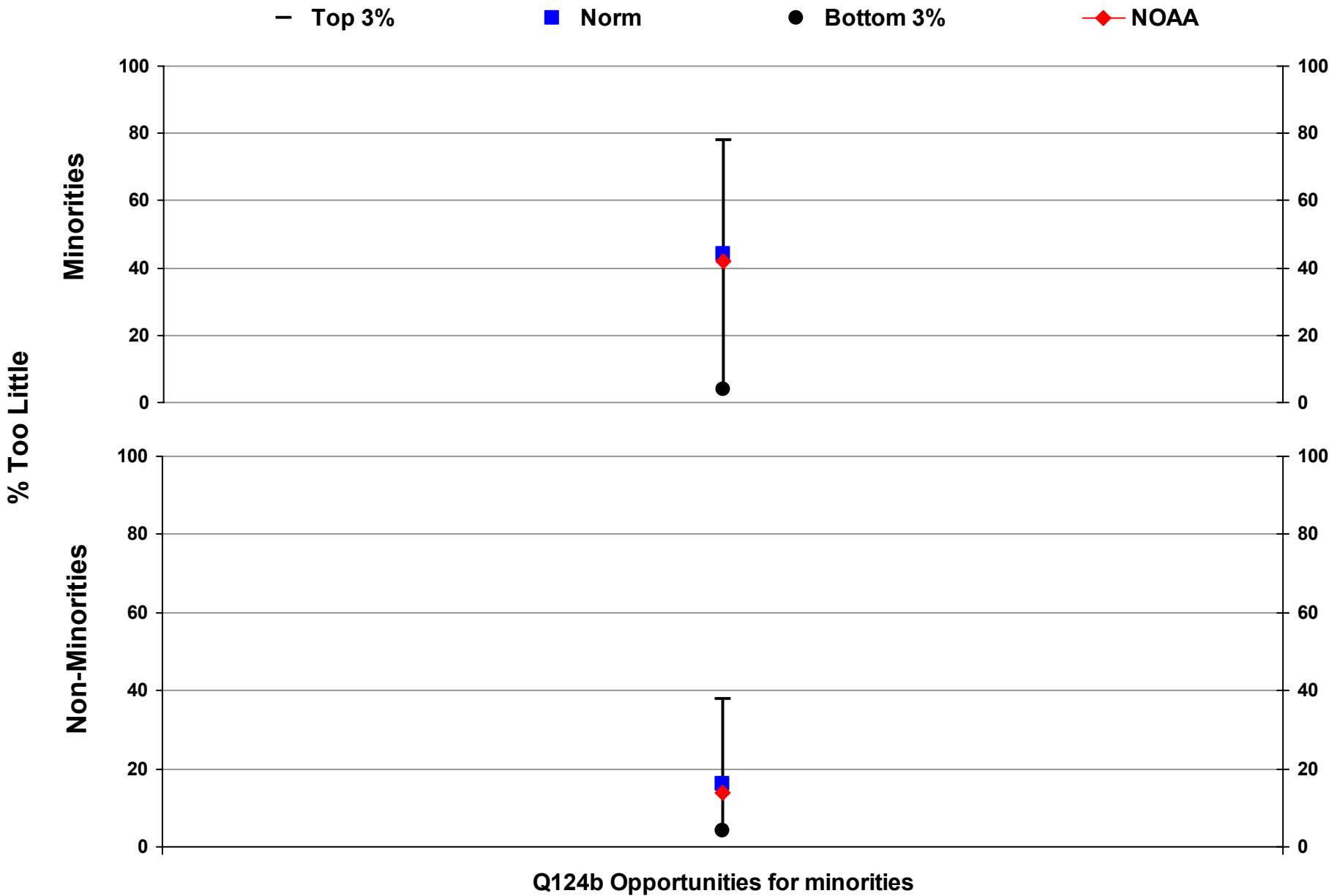
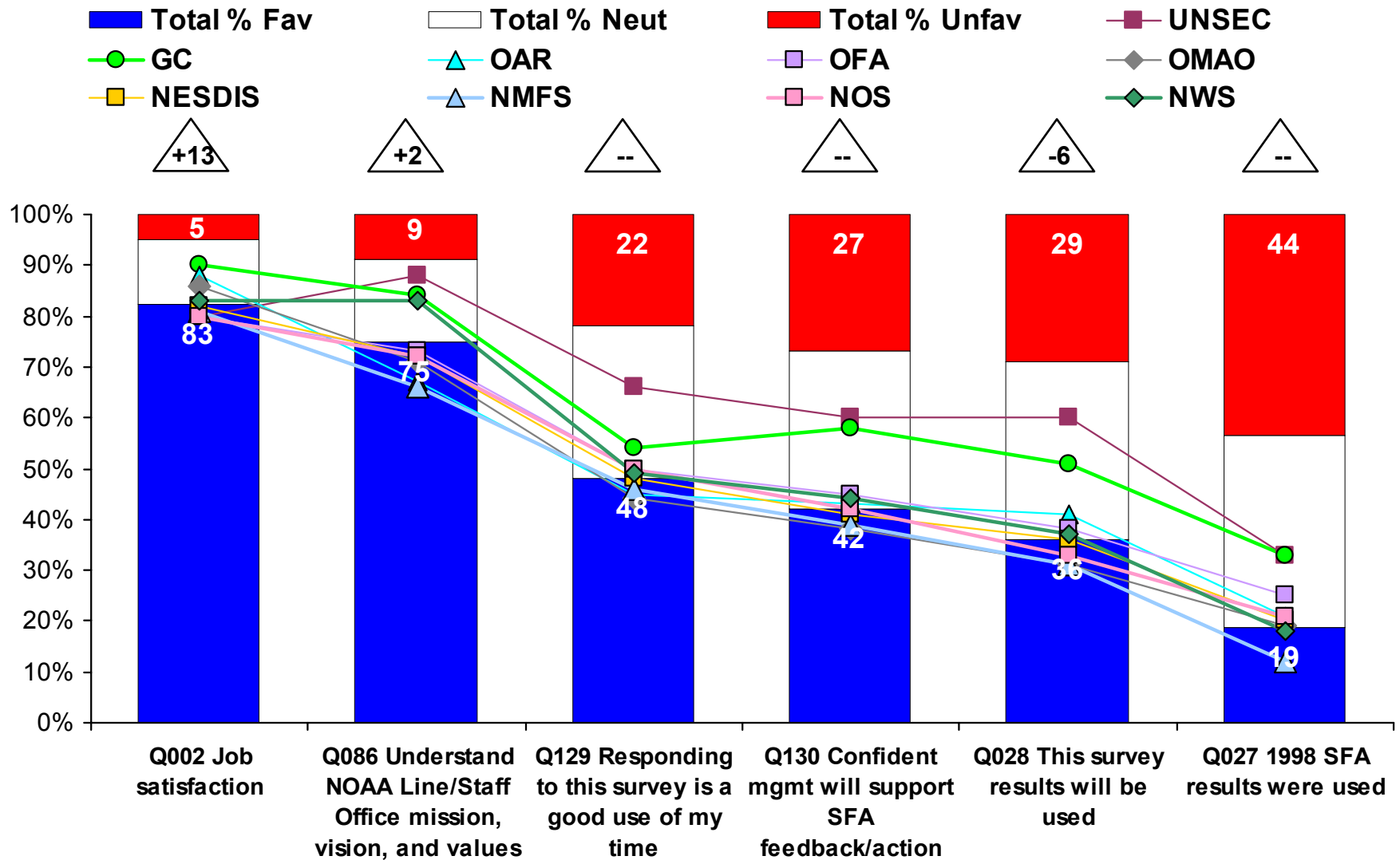


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Additional Experiences



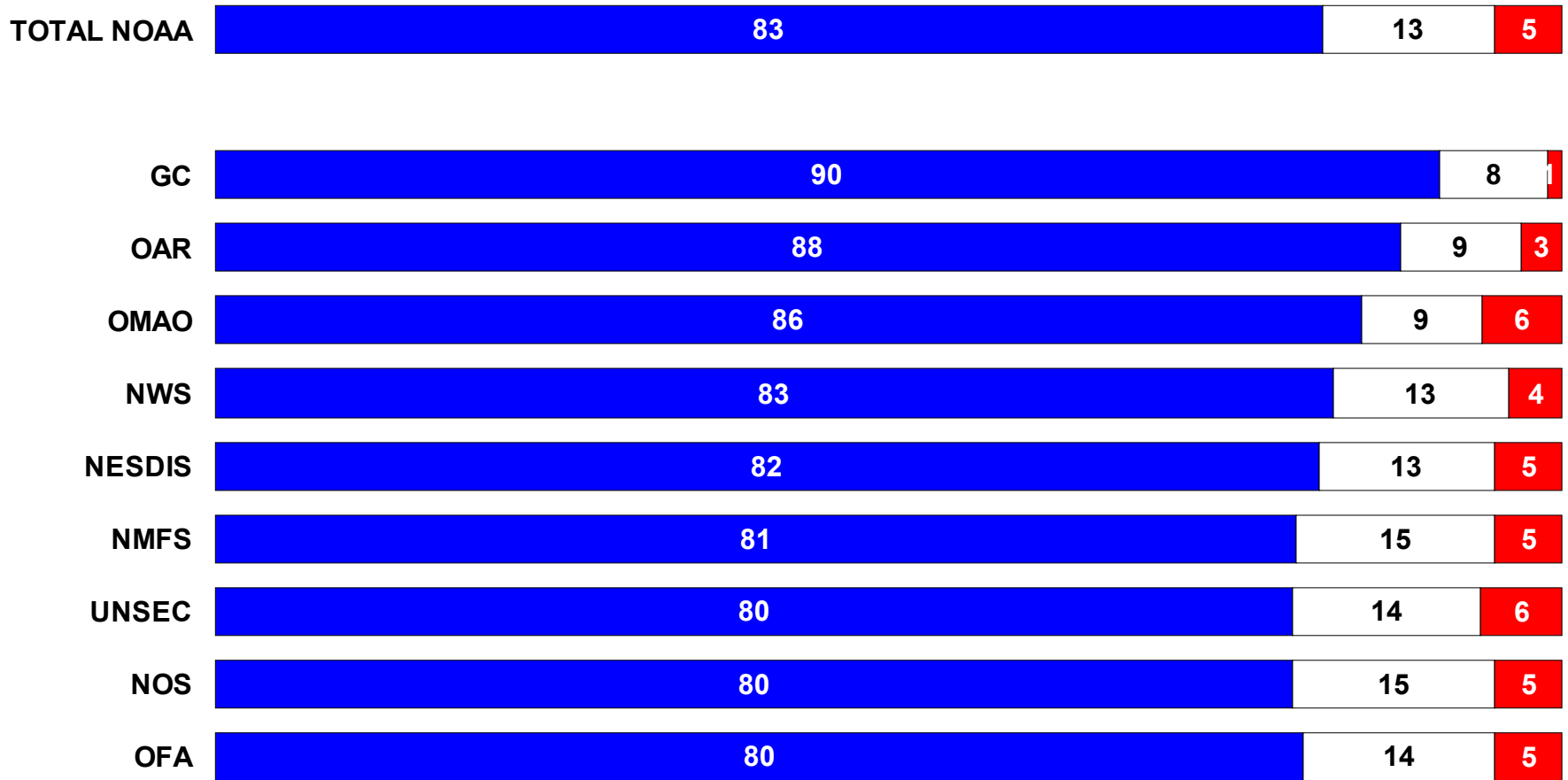
Additional Experiences

Q.2 How would you rate your satisfaction with the job itself - the kind of work you do?

■ % Favorable

□ % Neutral

■ % Unfavorable



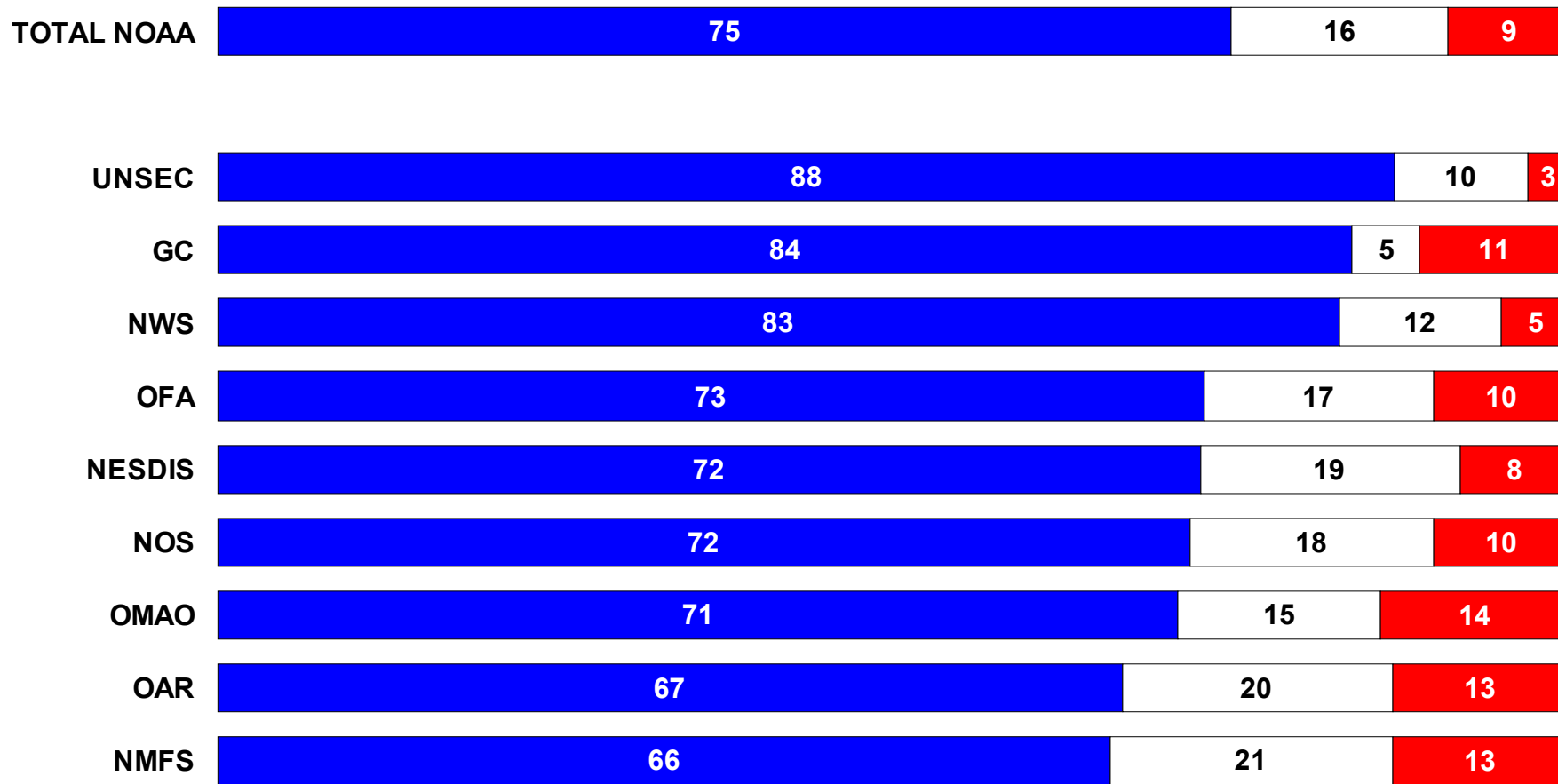
Additional Experiences

Q.86 Agree or disagree: I have good understanding of the mission, vision, and values of my NOAA Line/Staff Office.

■ % Favorable

□ % Neutral

■ % Unfavorable



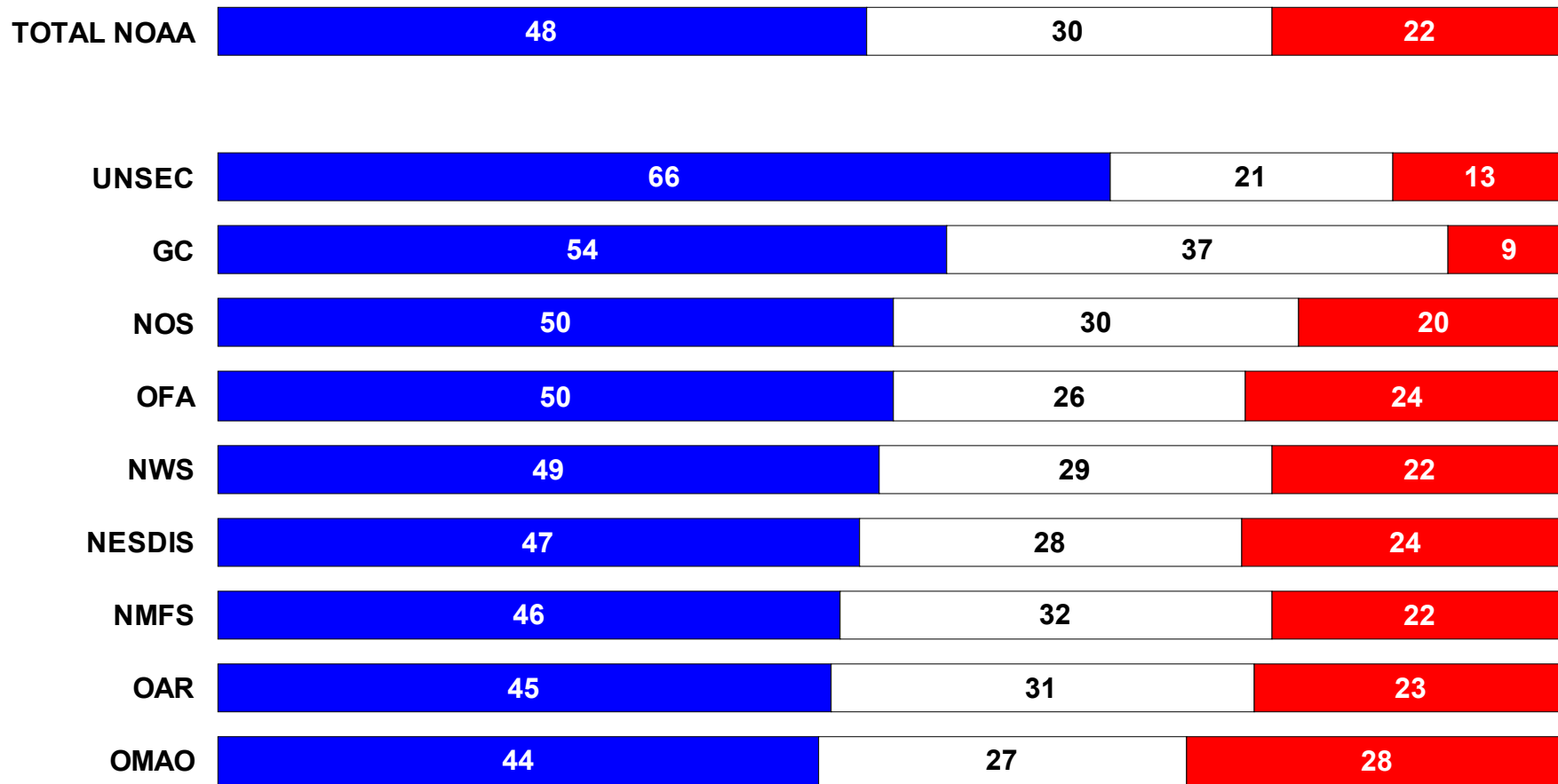
Additional Experiences

Q.129 Agree or Disagree: I believe that responding to this survey is a good use of my time.

■ % Favorable

□ % Neutral

■ % Unfavorable



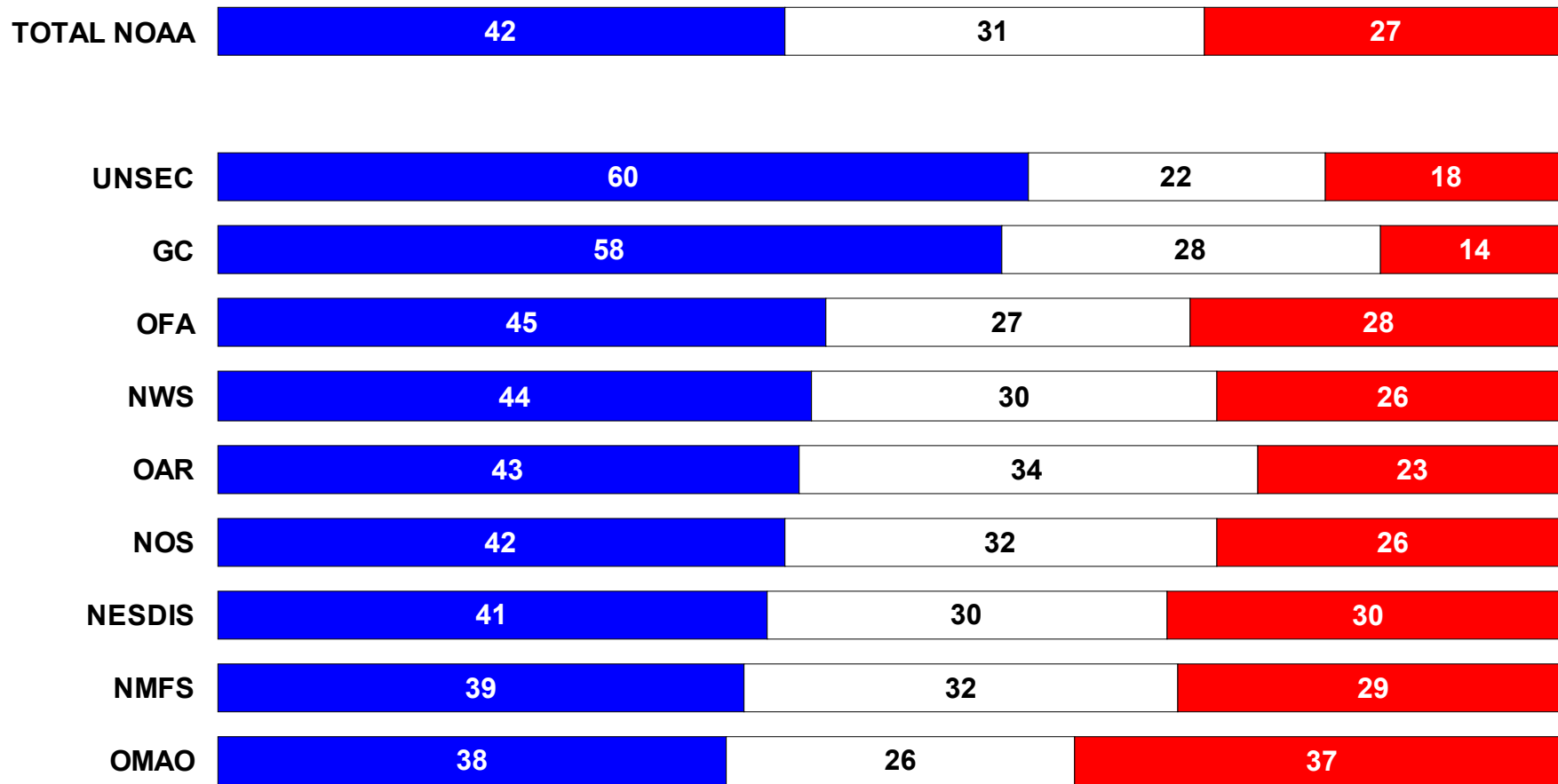
Additional Experiences

Q.130 Agree or Disagree: I have confidence that my management will provide adequate support for the feedback and action portions of the SFA.

■ % Favorable

□ % Neutral

■ % Unfavorable



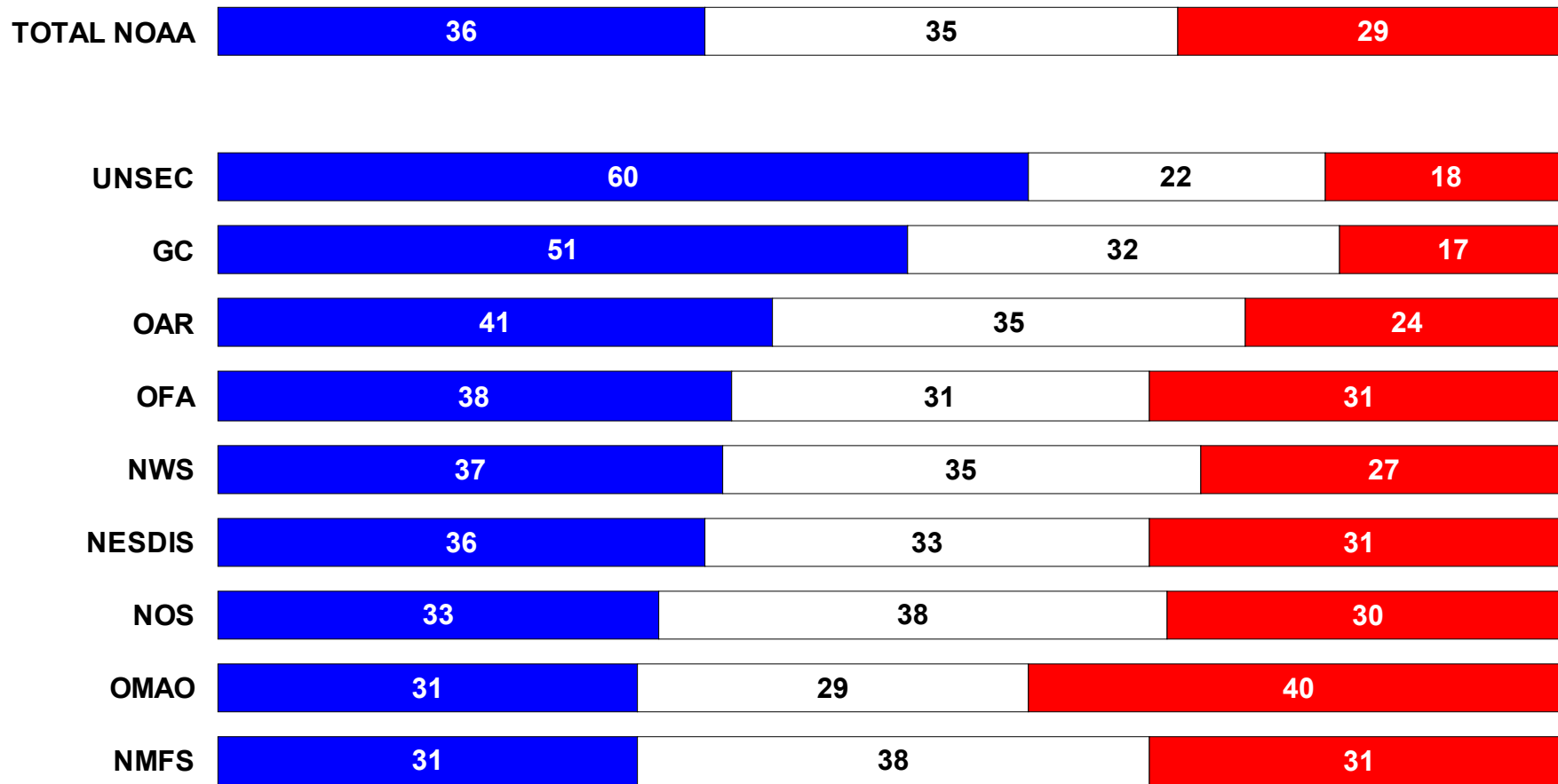
Additional Experiences

Q.28 Agree or Disagree: I believe the results of this survey will be used constructively.

■ % Favorable

□ % Neutral

■ % Unfavorable



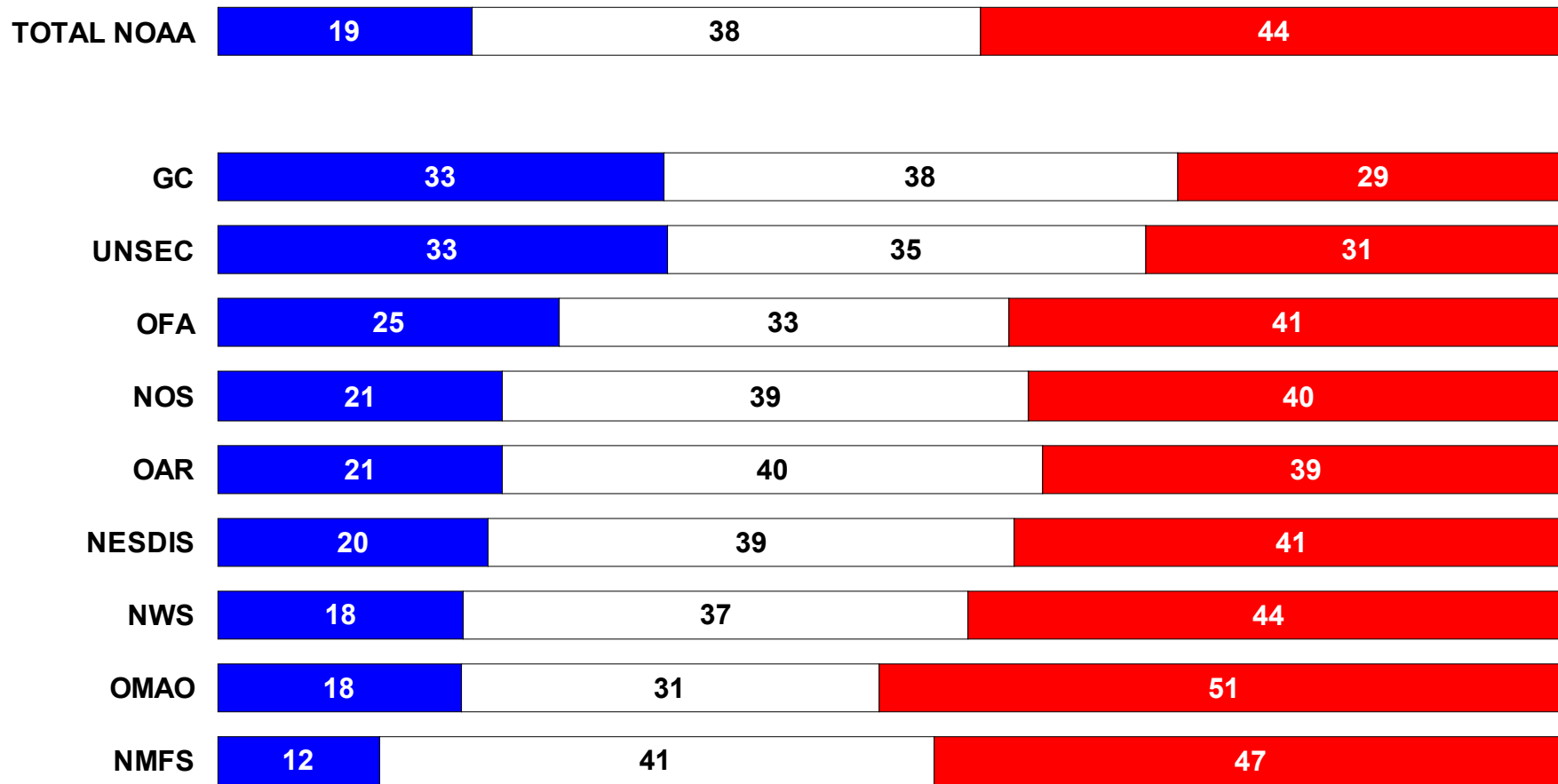
Additional Experiences

Q.27 Agree or Disagree: The results of the 1998 SFA were used constructively by management.

■ % Favorable

□ % Neutral

■ % Unfavorable



Additional Experiences - Normative Comparison

